


## Space Details

<b>Key:</b>	CONT06
<b>Name:</b>	KnowledgeBoard Contactivity 2006
<b>Description:</b>	Contactivity 2006 is a Knowledge Management event hosted by KnowledgeBoard, the London Knowledge Network and the University of Greenwich.
<b>Creator (Creation Date):</b>	dan (Jan 17, 2006)
<b>Last Modifier (Mod. Date):</b>	ed (Jan 24, 2006)

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# Contactivity 2006: Phase the next: Reflect, self-assess, renew

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Follow this link to KB for:  
[a step by step guide to registration](#)

### Mailing list

Subscribe to the Contactivity announcement mailing list by [clicking here](#)

### Help! email

If you are stuck, please email the [Contactivity request](#) team. This goes to the KB editor, KB event co-ordinator and Headshift contact

### RSS feed for site

[!rss-available.gif! All changes and comments](#)

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It is a very practical gathering with a mix of working KM people and professional researchers. Our aim is to mutually uncover and agree real world issues in advance on this wiki, and then come together over two days to **do** something about them. We intend to produce useful outcomes which we can all apply to the real world afterwards - practical, sustainable decisions and actions, as well as facilitated networking all through the event. As well as working together to produce (collaborative) solutions to our issues, we intend to analyse the methods by which we reached them and discuss when and where those methods would be useful to us.

Contactivity is also a research base into how distributed organisations can best convene knowledge sharing events using both the virtual and physical worlds. We will write a collaborative paper about this which will be publicly published.

#### **Ethical research note:**

We are using this wiki as a tool for attendees to work together to agree on the main theme of Contactivity. This wiki is also a research tool, in that we are going to analyse how we all use it. Your names or details will not be published in any research paper, unless you give your approval.

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## About the event

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This page last changed on Apr 08, 2006 by [askazi](#).

### Programme (emergent!):

#### Monday 10 April: connect, define context, stretch the little grey cells

We will be workshopping real world case studies together from our new KB members' KM case studies book. We will be doing some facilitated networking based on our proven networking tactics and awesome visual networking technology. We hope to see the launch of Europe's freshest new KM journal, with a challenging editorial hothouse session, and take a guided tour of Greenwich's famous observatory before a slap up dinner in a local pub. We will be making new friends, meeting old friends, and preparing ourselves for the un-chart-able voyage on day two.

9:30 Welcome and introduction

10:00: Organisational strategy simulation exercise

11.30 Tea break

12:00: Power (and visual) networking with Dr Wolf, Dr. Troxler, Simon Lague

12:45: Lunch

1:30 - 2:30 Case studies workshop: Book launch and individual case studies introduction (5-7 minutes per case study)

**Please visit the KnowledgeBoard ['KnowledgeBoard Book' page](#) where you can download the book and case studies.**

2:30 - 3:00: Case studies breakout book tour #1

- [Learn, Exchange, Develop](#) (hosted by Peter Troxler)

- The Knowledge Management Journey of Israel Aircraft Industry (hosted by Rony Dayan, Edna Pasher, and Ron Dvir)

- Communities of Practice - A Case Study from the Automotive Sector (hosted by Patricia Wolf)

- Sharing through Social Interaction: The Case of YIT Construction Ltd. (hosted by Sami Kazi)

3:00 - 3:30: Case studies breakout book tour #2

- Applying Business Modelling to Knowledge Management (hosted by Lale Citipitioglu Eidal)

- Knowledge Management for Organisations Dealing with Critical Incidents (hosted by Andrew Lewis and Ben Diamond)

- prodela: On-Demand Training for Public Administrations (hosted by Liza Wohlfart)

- Virtual Collaboration in the Brazilian Mould and Die Making Industry (hosted by Patricia Wolf)

3:30 Tea break

3:30: You the editor

5:30: Guided walk around Greenwich with Malcolm Godfrey of [Time For Greenwich](#), the last naval officer to manage the great painted hall of the Royal Naval College.

7:30: Pub dinner at [The Yacht pub](#) with hosts Julia and John with a view over the river and up to Canary Wharf. Everyone will need to put in 15 GBP for a main course (Asparagus tart or Fish and Chips) and an account behind the bar. Ed will put up a list on Monday for everyone to fill in.

5 Crane Street, Greenwich, London SE10 9NP Tel. 020 8858 0175, Julia and John

#### Tuesday 11 April: Full-on co-creation mayhem: Subject and learning targets to emerge from wiki

We do not know what will happen on the second day yet; we have three great facilitators keen to help at workshop sessions, followed by an analytics session dedicated to extracting the learning points and

comparing the facilitation techniques. That is all. What they are about depends on who comes and how they want to use their valuable time: **this will emerge from this wiki**, in the 'define domains' CoP phase that begins the moment we put our names down here.

*We're serious* - we believe in our networks and expect you to tell us what to work on. Indeed, if this format is unsuitable we can always break out into three all day sessions in parallel.

**9:30 - 4:00 co-created workshops with Martin Leith (Leith), Martyn Laycock (London Knowledge Network), David Gurteen (Gurteen Knowledge Network)**

09:30 Frame the day

09:40 Open Space: briefing, create agenda

10:30 Open Space sessions (1)

Knowledge Cafe (1)

Narrative (1)

11:30 Break

12:00 Open Space sessions (2)

Knowledge Cafe (2)

Narrative (2)

1:00 Lunch

2:00 Open Space sessions (3)

Knowledge Cafe (3)

Narrative (3)

3:00 Break

3:30 Open Space reflections

4:00: Day review: Compare and Contrast 3 different workshop techniques: strengths and weaknesses, contextual suitability, learning efficacy

5:00: End of Contactivity

7:30: [KnowledgeBoard](#) SIG Editors dinner in University of Greenwich

### About the event:

After our [KB workshops at KCC Europe](#), the KB events unit agreed to take the concept of 'members telling us what they wanted to talk about' a little further. Thus the event is designed from its very core to surface issues that attendees want to work on in advance (one of the event team partners is Martin Leith who does a lot of 'co-creation' work and we are very keen on ensuring that everyone coming feels some ownership of the issues and the event itself). We will provide the KM infrastructure within which we could all approach these issues over two days.

Cannot resolve external resource into attachment.

Following on from a long history of KB research most recently presented at the eChallenges conference in 2005 (virtual and physical CoPs comparisons), we think that the Communities of Practice (CoPs) framework, combined with excellent co-creation design and collaborative technology is the best way to think about any gathering of people around a topic. We think that this idea is a good foundation for thinking about knowledge exchange practices in all organisations, not just our own virtual community. So we need a research base to study and a theoretical analysis from which to study it from.

### Hence Contactivity is a:

A serious highly interactive, learning goals-oriented meeting of minds from all networks and professional paths which is also the experiential material for an academically-supported research project. It's a CoP because we will work together across a pre-defined lifecycle (in both the virtual and physical environments), and we use co-creation to surface the issues (from the 'Define Domain' phase onwards).

Although we do not identify Contactivity as a 'conference', we equally do not identify it as an 'un-conference'. We see it more as a 'constructivist conference'. *We are here to do Knowledge Management together on the issues we need to do it on.*

So we focus on real world problems *defined by ourselves* with experienced practitioners, seasoned researchers, (also some 'clients' of KM from organisations we hope) and a range of workshop techniques through which we will go together. Naturally the networking stuff will be proceeding at full speed all the way through the event.

**From the moment we put our names on this wiki, we consider ourselves to be in the 'Build Community' CoP phase:** Dr. Wolf and Troxler's facilitated networking with Simon Intetek's technical SNA tool is something to be beheld - last time I veered between composting household waste and analysing pragmatic, tangible CoP development indicators.

### **Outcomes are defined by us all in the early phases:**

We are very keen for some outcomes beyond a CD with the presentations and a lot of business cards in our pockets; but that is the nature of co-creation: KB itself cannot tell the attendees what to do or what to get out of it - that is up to the attendees to work that out together. There will be a free book, and a flickr group with pictures on it, maybe you will win a competition and see your paper idea come to fruition and publication. There will be a full set of journalist-written event reports, miles of flipchart paper everywhere, and your own printout of your Contactivity network. But we think everyone should go away with more.

This is up to you; we can only empower you to feel confident enough to tell eachother what that is.

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## Comments

This all sounds really cool stuff but I have to say I'm little confused re what input is required from attendees such as myself. Is it our task, for example, to suggest topics for the 'co-created workshops' on Day 2? If so should we do so on this wiki or will the format be closer to Open Space - where we decide final topics on the day?

Posted by [johncurran](#) at Feb 23, 2006.

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# Learn, Exchange, Develop

Dr. sc. techn. Peter Troxler, dipl. Ing. ETH VDI

Dr. Kristina Lauche, Dipl.-Psych., TU Delft, Faculty of Industrial Design Engineering

## Abstract

Communities of Practice have become almost a standard answer to the quest of organisations to foster learning, sharing and development of knowledge. However, they still pose the classic challenges of Knowledge Management of finding the middle ground between technology-driven and people-driven approaches, between systematic solutions and mere fads, and between forced and self-directed participation.

This chapter reports how three companies in the same industry implemented Communities of Practice. The examples show three fundamentally different approaches to the challenge, each with its own strengths and weaknesses.

A meta-analysis of discussions among Knowledge Management practitioners and academics serves to contextualise the three examples and to develop a set of issues to be considered and questions to be addressed when implementing Communities of Practice.

The chapter concludes that 'implementing Communities of Practice is all about designing practice'. It drafts a design strategy based on the assertion that Communities of Practice 'have to dance between freedom and purpose' and have to be allowed to (re-) negotiate their direction and circumstances.

## Comments

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I like 'the dance between freedom and purpose'.. As with most things 'KM' there is much debate about definition of CoPs, no-one seems to worry about the C - or the 'o!' - but Purpose - there can be a very wide range and interpretations of 'purposes' (including standing outside office buildings smoking cigarettes with others who also like or cannot, or don't want to kick tobacco). Debates I hear about the difference with/between CoPs and Communities of Interest and then Forums, what are they, are they different? - Does it really matter, KM is still emerging, or at least modern-day KM is still emerging and despite it (knowledge transfer) has been 'what go us to where we are now', was it (knowledge transfer) ever any different - the theory and the practice etc) and I personally appreciate the typical 'lack of clarity' that surrounds key parts of the subject today - Senge reckons KM is an Oxymoron anyway and some agree, other like me don't - but we've yet really to come up with another description that is acceptable to all - in a way another good thing about 'KM!' 😊

Posted by [martynlaycock](#) at Apr 06, 2006.

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Yes, I too like that expression very much, and would like to give credit to [Jerry Ash](#).

Posted by [ptroxler](#) at Apr 07, 2006.

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## After event information

This page last changed on Apr 21, 2006 by [dan](#).

### This page lists the information gathered during the event.

All of the reports and transcripts from the physical event are attached to this page (please see the attachment tab above this text) in MS word format. Time has been of the essence so I have not set these up as separate pages on the wiki using raw text - if someone would like to do that, please go ahead - you would be making the world a better place. I had a few problems with hand-writing so if you encounter something that looks rather odd, it is possible I mis-typed it. Sorry!

There are a number of proposed collaborations which should arise from this event: if you were involved in these are you doing it now? Let us know please: we can set up mailing lists, share email addresses as required etc. Email addresses have been removed from all the reports to spare the attendees unnecessary spam harvesting. The names remain.

	<a href="#">Name</a>	<a href="#">Size</a>	<a href="#">Creator</a>	<a href="#">Date</a>	<a href="#">Comment</a>	
	<a href="#">Editor workshop reports</a>	190 kb	<a href="#">Ed Mitchell</a>	Apr 19, 2006	Editorial hothouse article ideas list	<a href="#">Edit</a>   <a href="#">Remove</a>
	<a href="#">Contactivity post event power networking</a>	27 kb	<a href="#">Ed Mitchell</a>	Apr 19, 2006	Power networking results for attendees; post event network development	<a href="#">Edit</a>   <a href="#">Remove</a>
	<a href="#">Contactivity day 2 workshop reflection</a>	78 kb	<a href="#">Ed Mitchell</a>	Apr 20, 2006	Workshop reflection session at the end of day2 including facilitators; resopnses	<a href="#">Edit</a>   <a href="#">Remove</a>
	<a href="#">Contactivity knowledge cafe transcription</a>	27 kb	<a href="#">Ed Mitchell</a>	Apr 20, 2006	Knowledge Cafe on day2 transcription	<a href="#">Edit</a>   <a href="#">Remove</a>
	<a href="#">Contactivity feedback (un-edited) with names and emails and organisations removed, and beautifully formatted by Ron.</a>	48 kb	<a href="#">Ed Mitchell</a>	Apr 21, 2006	Attendee feedback (un-edited) with names and emails and organisations removed, and beautifully formatted by Ron.	<a href="#">Edit</a>   <a href="#">Remove</a>
	<a href="#">Contactivity open space session 2 session reports</a>	85 kb	<a href="#">Ed Mitchell</a>	Apr 24, 2006	Open Space session on day 2 session reports	<a href="#">Edit</a>   <a href="#">Remove</a>

**Feedback:** done and attached, 18/04/06

**Networking names and connections spreadsheet:** done and attached: 19/04/06

**Articles workshop:** done and attached: 19/04/06

**Open Space session reports:** done and attached: 20/04/06

**Gurteen Knowledge Cafe notes:** done and attached: 20/04/06

**Group reflections and facilitators' response on facilitation techniques over day 2:** done and attached: 20/04/06

## Articles

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This page last changed on Apr 24, 2006 by [simon.dueckert](#).

At the Contactivity in London we created ideas to write some articles around the topic "challenges and opportunities of knowledge management" (don't remember the exact topic). List of articles:

- [Techniques for purposeful collaboration](#)

# Techniques for purposeful collaboration

## Issue

Co-Creating emergent knowledge in collaborativ settings and making it tangible and usable.

## Keywords

facilitation, emergence, co-creation, communities, events, hands-on, disruptive, knowledge artefacts

## Core Content

- Four techniques for hand-on knowledge acquisition within collaborativ settings/events
- Each technique leads to a tangible output (generic templates/good practices ready for adaption)
- measurement methods/indicators for measuring progress/success

## Co-Creators (Contributors)

These people want to help writing this article (at least they wrote it on our whiteboard 😊)

- Paolo Petrucciani
- Ron Dvir
- Peter Bond
- Tomasz Rudolph
- Tricia Ford
- Yvonne
- Patricia
- T. Fielding
- Sani Kazi
- Roberta
- Lale
- Jonathan G-T
- Simon Dueckert

## Content

I suggest that we start making a list of possible techniques so that we can filter out the Top-4 afterwards!?

1. Scenario planning
2. Learning Community (w. Wiki and Weblogs)
3. Knowledge Cafe (how can we make the output tangible?)
4. Open Space Workshop (w. Wiki for documentation)

## Attendees

This page last changed on Apr 07, 2006 by ed.

### Instructions how to register: 4 April: REGISTRATION IS NOW CLOSED: WE ARE FULL

#### 4/4: Please could the following registrants please [contact us](#):

we haven't heard from you are and reserve the right to not allow you in until we hear from you directly:


**Alison Matthews: you are on the attendees list but we haven't heard from you**

If you are interested in attending this event, please add your name to the table of participants below. (You do this by clicking on the 'edit' tab when you are logged in.) Under "Details" you can describe yourself, under "Invoice Address" please put your email address if you want to get an invoice by email, or a physical address if you need a printed one. If you do not want to put your address there, please email it to [contactivitypayments@knowledgeboard.com](mailto:contactivitypayments@knowledgeboard.com). Don't forget to provide us with **your VAT number** in case your company pays for you. Under "registration Status" you will see if your registration is pending (invoice sent but no payment received yet) or confirmed (payment received). PLEASE also add your name to the [Contactivity announcements mailing list](#).

**LKN members** please note that LKN will cover the registration costs for you. Please send an email to [contactivitypayments@knowledgeboard.com](mailto:contactivitypayments@knowledgeboard.com) and let us know that you are an LKN member. This is sufficient to confirm your attendance.

#### Waiting list:

### Table of participants

Name	Details	Invoice address	Registration Status
<a href="#">John Curran</a>	Independent Consultant (Blog: ' <a href="#">A Compound of Alchymie</a> ') <a href="#">e-konsult</a>		Confirmed
<a href="#">Dan Dixon</a>	Social Software Consultant -  <a href="#">dgt dust Headshift</a>		Confirmed
<a href="#">Ron Dvir</a>	Future Centers person, art&km, visualization, innovation engines, <a href="http://www.innovationecology.com">www.innovationecology.com</a>		Confirmed
<a href="#">Celso Flores</a>	KM Consultant - Schneider Electric		Pending
<a href="#">Jonathan Gordon-Till</a>	"KM" person at LDA + member of London Knowledge Network <a href="#">London Development Agency</a>		Confirmed

<a href="#">Abdul Samad (Sami) Kazi</a>	KM and inter-enterprise collaboration researcher <a href="#">VTT-Technical Research Centre of Finland</a>		Confirmed
<a href="#">Martin Leith</a>	Co-creation consultant; designer and facilitator of large scale collaborative meetings based on <a href="#">Open Space Technology</a> and a wide range of other methods <a href="#">www.martinleith.com</a>		Confirmed
Alison Matthews	KM student researching CoPs within a UK public body	Enter your invoice address here or send it to <a href="mailto:contactivitypayments@knowledgeboard.com">contactivitypayments@knowledgeboard.com</a>	
<a href="#">Ed Mitchell</a>	Editor -  <a href="#">edmittance</a>		Confirmed
<a href="#">Martin Roell</a>	Social Software & Personal KM guy, consultant, speaker <a href="http://www.roell.net">http://www.roell.net</a>		Confirmed
Tomasz Rudolf	Business Innovation Consultant, Innovatika (Poland)		Confirmed
<a href="#">Peter Troxler</a>	Knowledge Person & Complexity Coach (yep, and a Doctor, too) <a href="http://www.knwldg.net/">http://www.knwldg.net/</a>		Confirmed
<a href="#">Carol Webb</a>	Post Doc' Research Officer, Knowledge & Innovation Systems (KIS) Centre, Dept of Manufacturing, SIMS, <a href="#">Cranfield University</a> some real world issues uploaded as an attachment <a href="#">here</a>		Confirmed
<a href="#">Patricia Wolf</a>	Doctor, CoPs; specialist - HSW Luzern, ETH Zürich		Confirmed
Bob Ellis	PhD researcher and sustainable technology/knowledge broker <a href="http://cseng.org.uk">http://cseng.org.uk</a>		Confirmed
<a href="#">Elayne Coakes</a>	Academic researching in KM and CoPs,		Confirmed

	Westminster University. <a href="http://www.wmin.ac.uk">www.wmin.ac.uk</a>		
Sabine Gary	'Knowledge Specialist' (Knowledge Management Project Leader), Carl Zeiss AG (Germany)		Confirmed
Lale C. Eidal	KM & Organisational Development Specialist/Programme Manager; Det Norske Veritas (DNV)		Confirmed
Tricia Ford	Knowledge Officer - Police IT & Organisation + member of London Knowledge Network		Confirmed
Lawrence Clark	Head of Client Services - Sift <a href="http://www.sift.com">http://www.sift.com</a>		Confirmed
<a href="#">Jana Fielding</a>	Facilitator for professional, personal, physical and emotional well-being since 1984		Confirmed
Chris Shilling	KM Specialist & Business Innovation Unit, Pfizer Global R&D		Confirmed
Paolo Martinez	Responsabile Metodologie, Firenze Tecnologica		Confirmed
<a href="#">Gabriela Avram</a>	Postdoc Researcher, online facilitator, (Blog: <a href="#">Coniecto</a> ), <a href="#">IDC</a> , <a href="#">University of Limerick</a>		Confirmed
Markus Lehne	Innovation Management, Project Management Services <a href="http://www.balance-bremen.de">http://www.balance-bremen.de</a>		Confirmed
Corinna Floeck	PhD researcher at Ecole Centrale Paris		Confirmed
Liza Wohlfart	researcher at Fraunhofer IAO, KnowledgeBoard content team, <a href="http://www.rdm.iao.fhg.de/">http://www.rdm.iao.fhg.de/</a>		Confirmed
Edna Pasher	KnowledgeBoard Events Team, <a href="http://www.knowledgeboard.com/">http://www.knowledgeboard.com/</a>		Confirmed

Lilly Evans			Pending
Nanette Young	Independent Management Consultant Auld Scott and Company <a href="http://www.auldscott.co.uk">http://www.auldscott.co.uk</a>		Confirmed
<a href="#">Paolo Petrucciani</a>	Independent Certified Management Consultant (CMC) by Rome, Italy, <a href="#">APCO</a>		Confirmed
<a href="#">Riccardo Antonini</a>	Independent Management Consultant by Rome, Italy, <a href="#">APCO</a> ; <a href="#">CRR</a> ; <a href="#">Convivio</a> ; <a href="#">Interaction Design School</a>		Confirmed
David Wilcox	Collaboration in and between nonprofits and public sector <a href="#">More</a>		Confirmed
<a href="#">Rony Dayan</a>	CKO of Israel Aircraft Industries		Confirmed
<a href="#">Andrew Lewis</a>	Accenture		Confirmed
<a href="#">Ben Diamond</a>	West Midlands Fire Service		Confirmed
Patrice Chollet	Business Analyst, KM Informatics, Pfizer Global R&D		Pending
Ewelina Malkwoska			Confirmed
Clive Flashman	Head of Information Management, National Patient Safety Agency		Confirmed
Rafal Zagodzinski	Marketing Specialist, Ciech Polfa (Poland)		Pending
Simon Dueckert	KM Consultant (www.cogneon.de), VP of German Society for Knowledge Management (www.gfwm.de)		Confirmed
David Gurteen	Knowledge Consultant		Confirmed
Emilia Sadowska			Pending
Agnieszka Tworzewska-Dzik	Accountant Ciech Polfa (Poland)		Pending
Julie Fenwick	Knowledge Manager, Develop (www.develop-solutions.co.uk)		Confirmed



Dr. Peter Sharp	Lead: Postgraduate Research Programme, Regents Business School London		pending
Dr. Roberta Cuel	University of Trento <a href="http://fandango.cs.unitn.it/cuel">http://fandango.cs.unitn.it/cuel</a>		confirmed
Graham Fernee	European Knowledge Group		confirmed
Concettina Larosa			day 2 only
Fernando Martin			day 2 only

## Comments

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Can I come? (Lee from Headshift)

Posted by [lee](#) at Jan 19, 2006.

.....

Lee - of course - it would be a pleasure to have there - as long as you're there for the two days with your brain on...

Posted by [ed](#) at Jan 20, 2006.

.....

Please add me in as well! Lilly Evans

Posted by [lillyevans](#) at Feb 01, 2006.

.....

I'd like to attend.

My particular interest is inner space, creativity, emergent knowledge

Posted by [janafieldding@gmail.com](mailto:janafieldding@gmail.com) at Feb 08, 2006.

.....

I'm already enlisted, its 'home ground' for me (Greenwich) live there, office there, Univ there - steeped in history and surrounded by bars and restaurants. I like outer space, there's a new style planetarium and the original observatory on the Contactivity site. I'm also constantly on the look-out for creativity and fascinated about the linkages between learning, knoweldge and innovation.

Oh I love water, rivers, boats and 'stuff' - lots of this/these right on tap!

COME ON DOWN FOLKS - its simply a GREAT place to 'loosen up', chill out, build communities!

Posted by [martyn@managingtransitions.net](mailto:martyn@managingtransitions.net) at Feb 08, 2006.

.....

I wouldn't want to miss this gathering. May I come?

Jonathan Gordon-Till ("KM" person, London Development Agency)

Posted by [jonathangordon-till@lda.gov.uk](mailto:jonathangordon-till@lda.gov.uk) at Feb 10, 2006.

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Hi Jonathan

It looks like you've already managed to sign up.

There are a few further and very detailed instructions on [Knowledge Board](#), you need to add your name on the page above and sign up to the announce list.

Use the edit tab/button at the top of this page to add your details. It's a wiki so dive in and use it, it's a shared space.

Posted by [dan](#) at Feb 10, 2006.

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Lilly, good to see your name here! I'm working with Ed to make sure we do a good job of integrating the wiki and Open Space elements, and that we create a true community of practice. I really hope you're going to be part of this.

Posted by [martinleith](#) at Feb 14, 2006.

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I've got a couple of questions regarding the wiki:

- 1) Does anyone know how to adjust the width of a table column?
- 2) Does anyone know how to create a link from a participant's name (in the table above) to the participant's profile?

Hope someone can help.

**Martin L**

Posted by [martinleith](#) at Feb 14, 2006.

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If you add a link to ~martinleith then it will link to your profile. I've just gone and done that for you.

To add a wiki link in the wiki mark up it should look like this

```
[~username] e.g. [~martinleith]
```

To add it via the pop up link wizard just type in ~username where it says link. Best way to learn is just to

have a go.

Posted by [dan](#) at Feb 17, 2006.

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Dan, belated thanks for your top tip. artin

Posted by [martinleith](#) at Mar 23, 2006.

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Dan, belated thanks for your top tip. Martin

Posted by [martinleith](#) at Mar 23, 2006.

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Hi everyone,

Seen some names on the list that I know and who know me, so it will be great to meet with you again whilst at the same time making new contacts.

Have managed to add myself to the list and am looking forward to the two days. Need to let you know that as it is still school holidays that week, I will be turning up at around lunchtime each day as I have to wait until my husband returns from work to look after my kids. Nonetheless, I can stay out and play into the evening and attend the night time get togethers. Hope my arriving late won't disrupt things and I will have to play catch up with what I miss first thing.

See you all there.

Józefa

Posted by [jozefa](#) at Mar 23, 2006.

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Would love to come. Hope I registered the right way.

Yvonne Buma

Posted by [yvonnebuma](#) at Apr 02, 2006.

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Um, I'd like to attend the sessions too, have added my details to the Wiki, but couldn't work out the payment mechanism. Hope my email made it, and that there's space for me to attend.

Thanks,

Alan

Posted by [alan\\_mckinnon@mac.com](mailto:alan_mckinnon@mac.com) at Apr 03, 2006.

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## Networking data

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This page last changed on Apr 08, 2006 by [gabriela.avram@gmail.com](mailto:gabriela.avram@gmail.com).

**DEADLINE: 2 APRIL:** In order to do our super-power networking, we need you to fill out this form well in advance of the event.

You can either:

1. download the spreadsheet attached to this page, fill in your details and [email it to Ed](#)
2. use this wiki: copy the master text here and paste it further down the page with your data in it.

### **MASTER TEXT JUST BELOW:**

**PLEASE COPY AND PASTE THIS TEXT FURTHER DOWN THE PAGE WITH YOUR DETAILS IN IT:**

**Name:**

**Organisation:**

**Role** (e.g. researcher / consultant / KM manager / writer):

**Country:**

**I'm attending this event because...:**

**I'm expert in...:**

**I'm looking for expertise in the field of...:**

**What a cooperation partner should know about my personality:**

PLEASE COPY AND PASTE THIS TEXT FURTHER DOWN THE PAGE WITH YOUR DETAILS IN IT:

Name: **MARTYN LAYCOCK**

Organisation: **LONDON KNOWLEDGE NETWORK & MANAGING TRANSITIONS**

Role (e.g. researcher / consultant / KM manager / writer): **CONSULTANT**

Country: **UK**

I'm attending this event because...: **I'm Hosting & Co-organising it and enjoyed Amsterdam pilot so much**

I'm expert in...: **An Ex is a 'has-been' and a 'spurt' = a drip under pressure, 😊 sorry very English joke! 🗨️ I'm neither!!**

I'm looking for expertise in the field of...: **Knowledge Mapping, Taxonomies**

What a cooperation partner should know about my personality: **Myers Briggs Type Indicator ; ENTJ ; Like to be different - and Bold!**

**Name:** Marc Pallot

**Organisation:** EsoCE-Net - European society for Concurrent Enterprising ([www.esoce.net](http://www.esoce.net))

**Role** (e.g. researcher / consultant / KM manager / writer): researcher and time-to-time consulting for industrial companies

**Country:** France

**I'm attending this event because...:** I'm virtually attending this event because I'd love to discuss some issues about my current research work like interpersonal productivity, people-concepts networking and Interpersonal Knowledge Connection (emerging new scientific domain at the crossroads of KM, CSCW and community/social networking). I always enjoy to be confronted with others' ideas, experiences which gives opportunities to learn together and bring new opportunities of collaboration.

**I'm expert in...:** Concurrent Engineering, Business Process Improvement, Collaborative Innovation. My profile: <http://www.ami-communities.net/wiki/User:Marcpallot>

**I'm looking for expertise in the field of...:** any expertise and people that can help me to further

develop this emerging scientific domain of Interpersonal Knowledge Connection.

**What a cooperation partner should know about my personality:** Love to share and discuss new ideas like most of the creative people do. I'm also fascinated by experimenting new ideas, looking at people reactions and the way it could impact our life style and working environment. Curious about knowing how everything works. Enjoy practicing sports: skying, golfing, scuba diving, horse riding, jogging (marathon).







**Name:** Roberta Cuel

**Organisation:** Department of Computer and Management Studies, University of Trento

**Role** (e.g. researcher / consultant / KM manager / writer): investigator in the Net-Economy Group

**Country:** Italy

**I'm attending this event because...:** It is a good way to share new ideas, compare personal experiences and "knowledge", and most important to establish new collaborations of work.

**I'm expert in...:** theories and case studies on  the impact (non impacts) of innovative technologies on teams, communities, and organizational models;   the study of distributed tools and processes that allow organizational learning and knowledge management;    knowledge representation systems and tools (such as ontologies, classifications, taxonomies) as mechanisms for knowledge reification processes.

**I'm looking for expertise in the field of...:** research interests such as the interdependences between technologies and organizations, as shown in structuration theories (for an articulate discussion see Orlikowski W. and Giddens A.).

**What a cooperation partner should know about my personality:** I like to share my vision and compare my opinions with smart people. By the way I'm Italian, but please don't consider the typical stereotype of the Italians as noisy, passionate, scheming Mediterranean people, whose brilliance and inventiveness are unfortunately marred by laziness and unreliability. I am only lazy, and I love good food and wine 😊

**Name:** Edna pasher

**Organisation:** Edna Pasher PhD & Associates

**Role** (e.g. researcher / consultant / KM manager / writer): Researcher and Consultant

**Country:** Israel

**I'm attending this event because...:** I love experimenting with new conferencing methods for better knowledge sharing and creating

**I'm expert in...:** Strategic processes, Knowledge and Innovation Management, Learning for Sustainability

**I'm looking for expertise in the field of...:** Experts from other countries in these topics and experience in EU funded projects

**What a cooperation partner should know about my personality:** Early adoptor of new ideas, loves experiments, biased for action

**Name:** Peter Troxler

**Organisation:** [ k n w l d g ]

**Role** (e.g. researcher / consultant / KM manager / writer): researcher, writer & consultant

**Country:** The Netherlands & Switzerland

**I'm attending this event because...:** I want to connect to people who are pushing KM to the boundaries and beyond.

**I'm expert in...:** making connections across disciplines within and outwith academia, arts, politics, ... I do, however, have specific experience in many subjects "semantic knowledge technologies (computing science)", "socio-technical systems (organisational psychology)", "lighting (drama, video)", "production (drama, music, video)", "camera (video)", "video (education)", "online learning (education)", "curating (visual arts, conceptual arts)", "project management (mgmt science & practice)", "qualitative methods (research)", "writing (journalism, scientific, books)", "research (journalism)", "editing (journalism, book production)", "management (consultancy, journalism, non-profit, arts)

**I'm looking for expertise in the field of...:** ...specific disciplines: education, psychology, sociology, management. I am interested to connect to people in action research (psychology, sociology, management).

**What a cooperation partner should know about my personality:** I am a [Moeglichkeitsmensch](#).

**Name:** Sabine Gary

**Organisation:** Carl Zeiss AG, Germany

**Role** (e.g. researcher / consultant / KM manager / writer): Knowledge Specialist/KM Projekt Leader

**Country:** Germany

**I'm attending this event because...:** I'm looking forward to meeting KM people from very different backgrounds and to share experiences

**I'm expert in...:** I'm not an expert but do my best in helping to improve our internal exchange of knowledge e. g. through CoPs

**I'm looking for expertise in the field of...:** CoPs (local and global), social software, connecting people with people, practical KM initiatives

**What a cooperation partner should know about my personality:** I'm not the type of person that just can discuss on meta-levels

\*Name:\*Liza Wohlfart

**Organisation:** Fraunhofer IAO

**Role** (e.g. researcher / consultant / KM manager / writer): Researcher

**Country:** Germany

**I'm attending this event because...:** I'm interested in getting to know other KM people and curious to learn about their ideas and approaches.

**I'm expert in...:** business development, (e-)learning, KM.

**I'm looking for expertise in the field of...:** KM (especially on CoPs and from other countries/cultures).

**What a cooperation partner should know about my personality:** I love discussing new (crazy) ideas and do not like people without a good sense of humour.

**Name:** Dan Dixon

**Organisation:** Headshift

**Role:** Social Software Consultant

**Country:** UK

**I'm attending this event because...:** I've had a damn fine personal sales pitch thrown at me and I couldnt resist.

**I'm expert in...:** Social software and online communities. Software design and development.

**I'm looking for expertise in the field of...:** Processes and practices behind CoPs, opportunities to see where the virtual and physical can mix. Also the psychological models behind CoPs and online learning so as to be able to develop the right systems to fit these models.

**What a cooperation partner should know about my personality:** I get excited easily, but can lose that excitement just as easily.

**Name:** Patrice Chollet

**Organisation:** Pfizer Global R&D

**Role:** KM business analyst and technologist

**Country:** UK

**I'm attending this event because...:** I would like to meet people who have a different experience of KM, whether it be theoretical or practical. Being new to the field (only about 8 months) with no prior academic education in KM matters, I am bound to have misunderstandings, maybe misconceptions about KM. On the other hand, I am a process and result-oriented person and would be happy to exchange thoughts about implementation of KM in an industrial setting.

**I'm expert in...:** Nothing in particular, although I am fairly experienced in project management, information and technical architecture, business process and data modelling, global pharmaceutical R&D,

working in a global/cross-cultural environment and some social and personal activities that we may explore around a pint of beer.

**I'm looking for expertise in the field of...:** Social network analysis, open space technology, text mining and semantic web, successful implementation of tacit KM Strategies.

**What a cooperation partner should know about my personality:** Introvert but easy to talk to. Positive and open-minded. Primary value: respect for people. Catalyst and change agent in my organization. Ah... and I'm a proud French citizen...nobody's perfect! 😊

**Name:** Józefa Fawcett

**Organisation:** The POL Experience & KnowledgeWorx Ltd

**Role** Independent Organisational Learning & Training Practitioner; Knowledge Development Consultant; Lecturer (Westminster Business School, School of HRM, University of Westminster, London)

**Country:** UK

**I'm attending this event because...:** I love to talk about Knowledge Sharing AND experience it as well!

**I'm expert in...:** Whether I am an expert is debatable, however I am very knowledgeable about how people learn (with over 29 years experience in this field) and in the use of KM principles to underpin OD and Change; HRM practices; HRD interventions and Interprofessional networking

**I'm looking for expertise in the field of...:** Complexity, narrative capture and the use of conversations in organisational and team learning

**What a cooperation partner should know about my personality:** I have a good sense of humour, don't take myself too seriously, and am eager to share my knowledge with others who are equally willing to share theirs

**Name:** Ed Mitchell

**Organisation:** KnowledgeBoard

**Role** (e.g. researcher / consultant / KM manager / writer): Editor

**Country:** UK

**I'm attending this event because...:** I'm organising it with Ron and we decided to push the boat out which is interesting. I wanted to attract the KB people together with other people in an extraordinary event, bringing practice and theory together in an unpredictable way. And I wanted to partner with other networks and collaborators and friends and see how that went. And I want to see if it is possible to evolve the traditional conference model to benefit attendees. I wanted to play with a wiki. 😊

**I'm expert in...:** virtual and physical group facilitation and motivation. practical and theoretical online community management. walks around bristol. cats.

**I'm looking for expertise in the field of...:** applying good academic and business theory to social software development; best practices for virtual community building (from a distributed base)

**What a cooperation partner should know about my personality:** highly energetic and rather temperamental; creative but sometimes directionless, emotional and sometimes unintentionally blunt; trusting that things will work out if they start with the right spirit.

**Name:** Nazanine Rashidian

**Organisation:** France Printemps Department Store

**Role** (e.g. researcher / consultant / KM manager / writer): Intranet Developer and Administrator

**Country:** France

**I'm attending this event because...:** I would like to link with a Knowledge Community of people from different horizons in order to reflect upon different aspects of Knowledge Management which I still cannot grasp

**I'm expert in...:** Groupware, Social Software, Relational Databases, Object Oriented Modelization and Programming, Sociology of Developing Countries, Chemistry

**I'm looking for expertise in the field of...:** ways of implementing Knowledge Management in traditional and hierarchical enterprises and how to face cultural and organizational obstacles

**What a cooperation partner should know about my personality:** multi-cultural, I greatly value

confidence, complementarity, transversality in professional relationships and network versus pyramidal structures, I am a "free electron".

**Name:** Jonathan Gordon-Till

**Organisation:** London Development Agency (which pays the mortgage) and Oxford Business Intelligence (which I run as an extracurricular activity)

**Role:** Knowledge Manager (and consultant and writer)

**Country:** UK (also Kazakhstan and Hungary)

**I'm attending this event because...:** I attended the Amsterdam fringe event last year and met a great bunch of dedicated knowledge people all of whom I'd like to meet again. I have a feeling that this Contactivity event is going to be even better than the Amsterdam fringe. That was one of the few times I have not had to listen to some dreary conference ramblings about textbook KM. I am excited by the fact that this 'knowledge thing' is still an emerging discipline and, unusually, one which particularly interests me; it's great that at Contactivity there are so many clever and articulate people in this emerging field. Where else could I possibly want to be on these two days? 😊

**I'm expert in...:** Nothing really - I am always learning. But I have particular interests in the philosophy of knowledge, organisational networks, knowledge 'management' without [information] technology, competitive intelligence, information ethics and pedantry. I also speak Hungarian and Russian.

**I'm looking for expertise in the field of...:** Knowledge working without [information] technology - I'm writing a report (due Jan-2007) with the draft title of *KM without IT* and would like to discuss theories and practical methods around this topic. It's a huge topic, but I'm sure I'd find lots of inspiration from experts in social network theory, collaborative office architectures, knowledge psychologies, etc.

**What a cooperation partner should know about my personality:** Sarcastic, pedantic, eclectic and open (but sometimes a bit too serious). I value others' ideas and professional experience. If you find me short of words at Contactivity it's not because of social introversion but because I'm a deep thinker and often find it difficult to verbalise my thoughts coherently (which might suggest that I don't really understand what I've heard, which is quite possibly true).

**Name:** Martin Roell

**Organisation:** none. I run (I am!) a one-person consultancy.

**Role** (e.g. researcher / consultant / KM manager / writer): consultant

**Country:** I come from Luxembourg and live in Germany

**I'm attending this event because...:** I want to reflect my own KM work and learn about other approaches to practical work in KM from other people; to find opportunities for collaboration in projects and/or research

**I'm looking for expertise in the field of...:** I want to meet interesting, constructive people that are interested in thinking about KM, business in KM, consulting around km / knowledge work / knowledge worker effectiveness and anyone with special interest in social software, blogs in organisations, wikis and "web 2.0" (yippeh).

**What a cooperation partner should know about my personality:** I like *important* things. I get nervous when I talk about oder deal with unimportant things. Do talk to me about serious stuff. I will like it. Be bold.

**Name:** Abdul Samad (Sami) Kazi

**Organisation:** VTT - Technical Research Centre of Finland

**Role:** Researcher, Consultant, Knowledge Co-creator, and Knowledge Explorer

**Country:** Finland (and most of Europe)

**I'm attending this event because...:** I have a passion for learning from the experience of others and in sharing my own similar or related experiences. Through interactive dialogue and social interaction, we not only learn, but also co-create new knowledge. I am looking forward to tapping into the experiences of the case study authors (of the new KnowledgeBoard book, "Real-Life Knowledge Management: Lessons from the Field") who will be attending to offer a hands-on insight into their practical experiences.

**I'm expert in...:** Knowledge management, inter-enterprise collaboration dynamics, disruptive

moderation, groupware solutions, EU-funded research projects, and all that interests me. (see my profile for more information)

**I'm looking for expertise in the field of...:** socio-technical aspects of inter-enterprise collaboration. Mainly, though, I want to learn about industrial experiences from as many domains and industrial sectors as possible. What may be standard practice in one industry could upon adaptation become a major breakthrough in another industry.

**What a cooperation partner should know about my personality:** Desire to translate ideas to actions, love to talk when our minds meet, always looking for opportunities for mutual collaboration.... I might also try to tempt you into writing a case study on your experience. 😊

**Name:** Tomasz Rudolf

**Organisation:** Innovatika ([www.innovatika.com](http://www.innovatika.com)) & VP of Polish Association of KM Practitioners ([www.km.org.pl](http://www.km.org.pl))

**Role** (e.g. researcher / consultant / KM manager / writer): Consultant / Researcher

**Country:** Poland

**I'm attending this event because...:** I always come back energized and with many new ideas from that kind of events. I have recently started experimenting with world cafe and other interactive meeting formats and would like to exchange experiences with people that have some experiences doing that.

**I'm expert in...:** Idea management, innovation processes, motivating knowledge workers

**I'm looking for expertise in the field of...:** Open space technologies, idea management, knowledge management programs that work: involve & energize both managers and employees.

**What a cooperation partner should know about my personality:**

- 1) Love prototyping and generating new ideas for collaboration
- 2) Sometimes have too many ideas to follow-up all quickly
- 3) "Think Big, Start Small", "Impossible is nothing"...

**Name:** Ron Dvir

**Organisation:** Innovation Ecology - [www.innovationecology.com](http://www.innovationecology.com)

**Role:** architect of innovation process and systems

\*I'm attending this event because...:\*I know some of the other participants - and know I will learn a lot from them, enjoy their company, get inspiration, and who knows - maybe even start something with you guys.

**I'm expert in...:** Innovation processes, Innovation spaces, future centers, innovation engines, knowledge management, intellectual capital

**I'm looking for expertise in the field of...:** anything related to innovation and future oriented processes and places

**What a cooperation partner should know about my personality:**

- 1) love to act fast and hard
- 2) get excited very easily
- 3). Great believer in visualization as an important communication tool. So expect to see some art in our joint venture...
- 4) love to travel (and learn new things on new places)

**Name:** Gary Bruton

**Organisation:** RedR-IHE

**Role** Administrator

**Country:** U.K.

**I'm attending this event because...:** I'm interested in the potentials of new methods of knowledge management and distribution.

**I'm expert in...:** Generalism

**I'm looking for expertise in the field of...:** Knowledge Management

**What a cooperation partner should know about my personality:** I'm a slow starter.

**Name:** Markus Lehne

**Organisation:** BALance Technology Consulting GmbH

**Role** (e.g. researcher / consultant / KM manager / writer): consultant

**Country:** Germany

**I'm attending this event because...:** I hope to learn from best practice examples

**I'm expert in...:** innovation management, project management, (and naval architect by education)

**I'm looking for expertise in the field of...:** methods and tools to support km in an industrial environment

**What a cooperation partner should know about my personality:** creative, easy, enthusiastic, not a writer

**Name:** Mike Yeomans

**Organisation:** Norwich Union IT Solutions

**Role** Strategy Consultant

**Country:** UK

**I'm attending this event because...:** I'm responsible for co-ordinating our external research and ensuring that our IT strategies align with the business drivers. I believe that this is essentially a KM role and I hope to gain some insights into the best way to make it work.

**I'm expert in...:** The frustrations of working for a large organisation

**I'm looking for expertise in the field of...:** encouraging a large, traditional, hierarchical, status driven organisation to be comfortable sharing and re-using what people know.

**What a cooperation partner should know about my personality:** Very enthusiastic and keen to get things done but inclined to sink back into theory if I have trouble getting others to share my vision and enthusiasm.

**Name:** Clive Flashman

**Organisation:** National Patient Safety Agency (NHS)

**Role** (e.g. researcher / consultant / KM manager / writer): Head of Knowledge & Information Management

**Country:** UK

**I'm attending this event because...:** It was promoted through the London Knowledge Network (of which I am a member) and because I am a firm believer in people, not technology, being the differentiator between a successful and unsuccessful knowledge initiative.

**I'm expert in...:** What is an expert? If it is a person who has built up significant experience in a particular area and is asked to help others do something similar is an expert, then.....intranets, extranets, community building, portals, KM tools for quick wins, KM metrics, covert/guerilla KM, building a KM team, creativity/ bricolage

**I'm looking for expertise in the field of...:** more on metrics, social networks, collaborative techniques and tools, Km and psychology in the workplace

**What a cooperation partner should know about my personality:** I'm easily ticked off - as I am now because I spent ages writing stuff on this section and somebody saved another version of this Wiki while I was doing so - and I lost it all!!!! Anyway, trying to remember what I wrote...I am very outgoing and love to chat - a definite Myers-Briggs E type. I think as I talk - not always a politically astute thing to do unfortunately. I am creative and big-picture oriented, but can see the little details and can be pedantic at times (I call it well-balanced!). I am passionate about things I believe in, and loyal to the people I believe in. I am a KM evangelist, and want to hear about the successes (and failures) you have all experienced. I am a thinker and a doer, hence my favourite quote is the one by Joel Barker about vision and action.

**Name:** Paolo Petrucciani

**Organisation:** Epistema (management consulting firm)

**Role:** Owner

**Country:** Italy

**I'm attending this event because....:** I am interested in KM techniques and applications (tools, etc.)

(some consulting works done)

**I'm expert in...:** organization modeling and HR consulting (certified management consultant from 1994) (previously - till 2000- senior director HayGroup - Rome Office), creative measurement, cooperation and consensus building tools (1) (2)

**I'm looking for expertise in the field of...:** .... too many to count (mostly scientific area, second psycho-sociological or communications, etc.), but better in brainstorming and trailblazing techniques and facilitation

**What a cooperation partner should know about my personality:** openness, trust, humourous, analytical thinking, ex piano player, .....

(1) previous jobs: IT analyst & modelist (DSS software - 1978-1982), managerial educator, CBT/CBL specialist, professional consultant

(2) degree in mathematics (thesis on "cybernetics and learning" - Rome-1975) (grant by British Council - 1977 to study with Gordon Pask, Richmond, Surrey, UK, research work about behavioural cybernetics, conversation theory, learning prototypes and related machines, etc. )

**Name:** Yvonne Buma

**Organisation:** Gideya

**Role** (e.g. researcher / consultant / KM manager / writer): consultant/owner

**Country:** The Netherlands

**I'm attending this event because...:** Meetings like these usually enegize me and give e new inspiration

**I'm expert in...:** communication, working with groups, km/innovation

**I'm looking for expertise in the field of...:** COPs, intercultural cooperation and innovation ans any new ideas you can give me!

**What a cooperation partner should know about my personality:** creative, enthousiastic, I definitely believe in taking a positive approach to things (problems or challenges?), can be full of ideas but can also get desinterested

**Name:** Corinna Flöck

**Organisation:** Ecole Centrale Paris

**Role** (e.g. researcher / consultant / KM manager / writer): researcher

**Country:** France

**I'm attending this event because...:** it is a new experience for me to follow this approach of organising a meeting and because I've heard so many positive responses to your event in Amsterdam! I think you can learn much more out of this concept than at conferences

**I'm expert in...:** knowledge management in communities and on organisational level, intercultural communication

**I'm looking for expertise in the field of...:** international collaboration and virtual communities, but also just curious to learn more about your practical experinces in the wider field of KM

**What a cooperation partner should know about my personality:** Once you attract my interest for a topic I love discussing new possibilities and share my experience and visions. I like discussions at an informal level and strongly believe that mostly these are the effective ones! I'm espaecially interested in different cultures and cultural behaviour and in my eyes you have to experience cultures if you want to learn about them!

**Name:** Celso Flores

**Organisation:** Schneider Electric / IAE University of Paris 1, Sorbonne

**Role** (e.g. researcher / consultant / KM manager / writer): KM Consultant, Researcher

**Country:** France / Mexican

**I'm attending this event because...:** Love London and meeting people sufferi... studying the same subject

**I'm expert in...:** Expert?... wow, they paid me to create knowledge flows without disturbing the working process

**I'm looking for expertise in the field of...:** Sharing experiences in collaboration IT integration

**What a cooperation partner should know about my personality:** Anyone who could share expertise in those days or beyond

**MASTER TEXT JUST BELOW:**

**PLEASE COPY AND PASTE THIS TEXT FURTHER DOWN THE PAGE WITH YOUR DETAILS IN IT:**

**Name:** Julie Fenwick

**Organisation:** Develop

**Role:** Knowledge Manager

**Country:** UK (I'd like to have said Europe!)

**I'm attending this event because...:** I want to meet others going through the same things as I am! I want to be a part of the future of KM - and this is where it's going to happen!

**I'm expert in...:** plain English; - talking and listening to people - getting information out of them! This comes from spending 22 years in a public library service...

**I'm looking for expertise in the field of...:** strategy - planning.

**What a cooperation partner should know about my personality:** I am quite gregarious - I do get excited about KM, but I am in the very early stages of it - it's a complete career change for me, having started only in November 2005. I am very open minded and willing to try new ideas. And I like gin and tonic too much!

**Name:** Rony Dayan

**Organisation:** Israel Aircraft Industries

**Role:** CKO

**Country:** Israel

**I'm attending this event because...:** It gives me an opportunity to tell the IAI-KM story which I'm passionate about.

**I'm expert in...:** Implementing KM in large and diversified organizations.

**I'm looking for expertise in the field of...:** Knowledge capture

**What a cooperation partner should know about my personality:** I'm rather direct, not familiar with small talk, biased for action, and prefer to convince my partner through rational logic.

**Name:** Rafal Zagozdziński

**Organisation:** Ciech Polfa Ltd.

**Role:** Marketing Specialist

**Country:** Poland

**I'm attending this event because...:** I'd like to know people with opened minds from other countries, corporate cultures and science worlds

**I'm expert in...:** wide range of marketing - from promotion and advertising to market analyses and researches; I participate in KM project lately (but I can't say that I'm KM expert)

**I'm looking for expertise in the field of...:** KM - especially flow information in business environment, marketing information systems, CoPs

**What a cooperation partner should know about my personality:** extravert, creative, inadvertent thinker, looking for new challenges

**Name:** Carol Webb

**Organisation:** Cranfield University

**Role (e.g. researcher / consultant / KM manager / writer):** Post-Doc Researcher

**Country:** UK (sometimes China)

**I'm attending this event because...:** I like the ethos - based on a constructivist ontology; the facilitation style fits perfectly with what I know about complexity science (in fact more so than some complexity

science events!)

I'm expert in...: complexity science; learning styles and preferences, tools & methods; use of diaries as a research tool (also interested, but wouldn't claim expertise, in: social software; narrative; real world issues affecting everyday people; millenium development goals; social inequality; innovation...)

I'm looking for expertise in the field of...: open space workshop facilitation styles; public sector practitioners or those in roles with direct contact with social issues-based problems; politics maybe even

What a cooperation partner should know about my personality: I'm a hard-coated soft-centre 😊 Ed

pointed out to me at the last Contactivity event that I am a bit bolshy (thanks Ed! took me along time to master that! 😊 ) and I do see value in saying it how you see it and conflict/debate, but I am never

personal, and I care deeply about stuff, and am very enthusiastic when goals become clear!

**Name:** Gabriela Avram

**Organisation:** University of Limerick

**Role :** Postdoc Researcher

**Country:** Ireland

**I'm attending this event because...:** I am a genuine Connector and the idea of Contactivity sounds very appealing to me; I participated in two BlogWalks and in the workshop organised by KB at KM Europe in 2004 and I found them extremely interesting;

**I'm expert in...:** well, "expert" is a bit too much - I am interested in CoPs, Social Software, online facilitation, e-learning, software engineering, globalisation

**I'm looking for expertise in the field of...:** group learning, distributed work, fostering informal communication in big companies

**What a cooperation partner should know about my personality:** I am very fond of group interaction; my best ideas emmerge when I'm working with others; in a discussion, I always try to keep the balance.

## Comments

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Name: Carol Webb

Organisation: Cranfield University

Role (e.g. researcher / consultant / KM manager / writer): Post-Doc Researcher

Country: UK (sometimes China)

I'm attending this event because...: I like the ethos - based on a constructivist ontology; the facilitation style fits perfectly with what I know about complexity science (in fact more so than some complexity science events!)

I'm expert in...: complexity science; learning styles and preferences, tools & methods; use of diaries as a research tool (also interested, but wouldn't claim expertise, in: social software; narrative; real world issues affecting everyday people; millenium development goals; social inequality; innovation...)

I'm looking for expertise in the field of...: open space workshop facilitation styles; public sector practitioners or those in roles with direct contact with social issues-based problems; politics maybe even

What a cooperation partner should know about my personality: I'm a hard-coated soft-centre 😊 Ed

pointed out to me at the last Contactivity event that I am a bit bolshy (thanks Ed! took me along time to master that! 😊 ) and I do see value in saying it how you see it and conflict/debate, but I am never

personal, and I care deeply about stuff, and am very enthusiastic when goals become clear!

Posted by [carolwebb75](#) at Mar 28, 2006.

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Name: Edna pasher

Organisation: Edna Pasher PhD & Associates

Role (e.g. researcher / consultant / KM manager / writer): Researcher and Consultant

Country: Israel

I'm attending this event because...: I love experimenting with new conferencing methods for better knowledge sharing and creating

I'm expert in...: Strategic processes, Knowledge and Innovation Management, Learning for Sustainability

I'm looking for expertise in the field of...: Experts from other countries in these topics and experience in EU funded projects

What a cooperation partner should know about my personality: Early adopter of new ideas, loves experiments, biased for action

Posted by [edna pasher](#) at Mar 28, 2006.

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**Name:** Dr. Abdul Samad (Sami) Kazi

**Organisation:** VTT - Technical Research Centre of Finland

**Role:** Researcher, Consultant, Knowledge Co-creator, and Knowledge Explorer

**Country:** Finland (and most of Europe)

**I'm attending this event because...:** I have a passion for learning from the experience of others and in sharing my own similar or related experiences. Through interactive dialogue and social interaction, we not only learn, but also co-create new knowledge. I am looking forward to tapping into the experiences of the case study authors (of the new KnowledgeBoard book, "Real-Life Knowledge Management: Lessons from the Field") who will be attending to offer a hands-on insight into their practical experiences.

**I'm expert in...:** Knowledge management, inter-enterprise collaboration dynamics, disruptive moderation, groupware solutions, EU-funded research projects, and all that interests me. (see [my profile](#) for more information)

**I'm looking for expertise in the field of...:** socio-technical aspects of inter-enterprise collaboration. Mainly, though, I want to learn about industrial experiences from as many domains and industrial sectors as possible. What may be standard practice in one industry could upon adaptation become a major breakthrough in another industry.

What a cooperation partner should know about my personality: Desire to translate ideas to actions, love to talk when our minds meet, always looking for opportunities for mutual collaboration.... I might also try to tempt you into writing a case study on your experience. 😊

Posted by [askazi](#) at Mar 29, 2006.

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Name: Tricia Ford

Organisation: Police Information Technology Organisation

Role (e.g. researcher / consultant / KM manager / writer): Knowledge Officer

Country: England

I'm attending this event because...: I find I benefit from seeing what other people are doing with KM

I'm expert in...: Collaboration tools, connecting people with people and knowledge

I'm looking for expertise in the field of...: ONA, practical KM initiatives

What a cooperation partner should know about my personality: I pride myself on 'getting things done' which can be a pain for colleagues

Posted by [tford](#) at Mar 29, 2006.

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**Name:** Patricia Wolf

**Organisation:** HSW Luzern and ETH Zürich

**Role** (e.g. researcher / consultant / KM manager / writer): Researcher, lecturer and consultant

**Country:** Switzerland

**I'm attending this event because...:** KnowledgeBoard is one of my cognitive AND social homes.

**I'm expert in...:** Knowledge and Innovation Management, CoP development, KM in Central Eastern Europe

**I'm looking for expertise in the field of...:** Transferability of management concepts between different cultures, Innovation Supply System Maps for regional SME development

**What a cooperation partner should know about my personality:** I love to laugh. I do not like to work with people who play political games and who are not honest.

Posted by [schegalka](#) at Mar 29, 2006.

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**Name:** John Curran

**Organisation:** e-konsult

**Role** Consultant and Knowledge Activist!

**Country:** UK

**I'm attending this event because...:** I want to think about, and talk about, hard stuff in the company of interesting people.

**I'm expert in...:** Mainly the e-stuff with a focus on the application of technology to information, knowledge and learning. I also specialise in the human factors aspects of online technologies - everything from graphic design, to interface design and usability.

**I'm looking for expertise in the field of...:** Well I'm not looking for anything in particular but I am interested in online collaboration tools, SNA, Complexity Science (as it applies to organisations) and new approaches to learning.

**What a cooperation partner should know about my personality:** Big-picture thinker, likes to apply theory to practical applications... creative, innovative, but practical just about sums me up!

Posted by [johncurran](#) at Mar 29, 2006.

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**Name:** Emilia Sadowska

**Organisation:** Cheman - Ciech Chemical Group

**Role** (e.g. researcher / consultant / KM manager / writer): business woman / KM project participant

**Country:** Poland

**I'm attending this event because...:** I'm working at the project of initiation KM in Ciech Chemical Group and I hope to find some interesting new ideas wich I could include to the project

**I'm expert in...:** I'm not an expert in KM but recently I deal with motivation problems and organisation culture in KM

**I'm looking for expertise in the field of...:** CoPs, motivation problems in KM, online learning, KM implementacion process

**What a cooperation partner should know about my personality:** I'm sociable, opened for new kinds of knowledge and experiance

Posted by [esadowska](#) at Mar 30, 2006.

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**Name:** Rony Dayan

**Organisation:** Israel Aircraft Industries

**Role** CKO

**Country:** Israel

**I'm attending this event because...:** It gives me an opportunity to tell the IAI-KM story which I'm passionate about.

**I'm expert in...:** Implementing KM in large and diversified organizations.

**I'm looking for expertise in the field of...:** Knowledge capture

**What a cooperation partner should know about my personality:** I'm rather direct, not familiar with small talk, biased for action, and prefer to convince my partner through rational logic.

Posted by [ronydayan](#) at Mar 30, 2006.

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**Name:** Nanette Young

**Organisation:** Auld Scott & Company

**\*Role:** \*Managing Director

**Country:**GB

**I'm attending this event because...:** I wish to experience developing a COP for purpose

**I'm expert in...:** Purchasing & Supply Management strategy and organisational development.

**I'm looking for expertise in the field of...:** Developing sustainable and value creating KM organisations

**What a cooperation partner should know about my personality:** Reflective experiential learner and pragmatic

Posted by [nanette](#) at Mar 31, 2006.

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am lovin' reading the personality bits - especially the honest stuff 😊

Posted by [carolwebb75](#) at Apr 01, 2006.

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**Name:** Simon Dueckert

**Organisation:** Cogneon GmbH, German Knowledge Management Society (GfWM)

**Role** (e.g. researcher / consultant / KM manager / writer): Consultant, Knowledge Coach, Vice President (GfWM)

**Country:** Germany

**I'm attending this event because...:** I want to discuss my ideas and get ideas from other participants

**I'm expert in...:** KM implementation (especially in engineering organisations), knowledge mapping, knowledge strategy, knowledge base design (mainly wiki), cop-implementation, debriefing processes, social software

**I'm looking for expertise in the field of...:** regional/national knowledge management (cause we are about to start a project to transform our region into a knowledge region)

**What a cooperation partner should know about my personality:** open, fair, curious, networker

Posted by [simon.dueckert](#) at Apr 03, 2006.

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**Name:** Andrew Lewis

**Organisation:** Accenture Financial Services

**Role** (e.g. researcher / consultant / KM manager / writer): KM Manager

**Country:** France

**I'm attending this event because...:** I know that Sami Kazi and Ed Mitchell are good at getting people to share their thoughts...I'm sure that it is going to be very interactive and not just a bunch of Powerpoint presentations.

**I'm expert in...:** Cycling, KM, the streets of Paris, KM for Organizations dealing with Critical Incidents,

**I'm looking for expertise in the field of...:** KM as part of Quality, motivating people to contribute knowledge

**What a cooperation partner should know about my personality:** I like hearing people's thoughts, not their credentials

Posted by [alewis](#) at Apr 04, 2006.

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**Name:** Ken Taylor

**Organisation:** Ultra Knowledge

**Role** (e.g. researcher / consultant / KM manager / writer): MD and KM advocate

**Country:** UK

**I'm attending this event because...:** the chance to talk with so many enquiring minds does not happen enough, the opportunity to relate theory to the real world needs is also very attractive.

**I'm expert in...:** 'user-centric' software, acting as a filter between experts in IT and other experts that could use IT if only they could make IT experts understand what they really wanted.

**I'm looking for expertise in the field of...:** practical implementation of KM in the workplace, strategies to improve KM take up

**What a cooperation partner should know about my personality:** highly analytical and willing to challenge traditional thinking but open, approachable and easy to work with.

Posted by [ken@ultraknowledge.com](mailto:ken@ultraknowledge.com) at Apr 05, 2006.

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Me too - I love to see people's personalities emerging through the fog of jargon and formality. Having said that, this is the least formal event I have been involved with and long may it reign!

Posted by [julie fenwick](#) at Apr 05, 2006.

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**Name:** Lale Citipitioglu EIDAL

**Organisation:** DNV (Det Norske Veritas) AS

**Role** (e.g. researcher / consultant / KM manager / writer): KM Programme/Project Manager

**Country:** work in Norway (am from Turkey)

**\*I'm attending this event because...:** \*I fell in love with both the concept and the people I met at the first gathering in Amsterdam last year. For the first time in many years I found a gang where I feel I belong.

How could I not attend this one (and hopefully this marks the end to my slow but agonizing

'Death-by-Ark Group KM conferences' (no offense to any ArkGroup people in the group)

**I'm expert in...:** IM and KM, Mass Communication, organizational development. 'Building bridges between business needs and the means to achieve them'

**I'm looking for expertise in the field of...:** I have an inquisitive mind, so I don't think I could possibly limit myself here!!

**What a cooperation partner should know about my personality:** I love to talk - A LOT! Someone stop me....PLEASE!! (well, I don't really mean that of course - why don't you join me instead?)

Posted by [laleeidal](#) at Apr 05, 2006.

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**Name:** Jana Fielding

**Organisation: Resonant Leadership**

**Role** (e.g. researcher / consultant / KM manager / writer): Consultant

**Country: UK**

**I'm attending this event because...:** I want to J

**I'm expert in...:** Inner space, contagious emotion, resonance and double loop

**I'm looking for expertise in the field of...:** I'll know when I find it, probably mechanics and networks

**What a cooperation partner should know about my personality:** I'm more kinaesthetic than verbal, I have keen insight, I connect and move things forward, I'm a creative ideas person.

Posted by [janafieldding@gmail.com](mailto:janafieldding@gmail.com) at Apr 06, 2006.

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Glad to hear it. I'm enjoying it too. But don't be fooled by the informality. We're dead serious, we just don't think you need to be rather stuffy to be taken seriously 😊

Posted by [ed](#) at Apr 06, 2006.

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mmmm, you got me thinking about the word 'serious' Ed. I think it's useful to define this a bit further. Like, on the one hand it \*is\* the type of seriousness that means we care about what we are doing, the reasons behind it, and no, we are not flippant about it. But on the other hand, I don't think we take ourselves too seriously - i.e. we are therefore open to change and new ideas, open-minded and interested in trying out new stuff... therefore we are into this event and the way it has been organised and facilitated.

personally, in TA (transaction analysis) terms (fascinating subject area by the way), this also gives me room to relate in a child:child way with a hidden adult:adult pretext (rather than the other way round!)... which I think is great as it allows more exploration, a sense of discovery and playfulness to permeate through the whole thing, in turn leading to more creativity and emergence....

Posted by [carolwebb75](#) at Apr 07, 2006.

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## Moeglichkeitsmensch

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This page last changed on Apr 03, 2006 by [ptroxler](#).

Robert Musil describes in "Der Mann ohne Eigenschaften" the difference between a Möglichkeitsmensch and a Wirklichkeitsmensch. A 'Möglichkeitsmensch' believes in 'possible worlds' and starts to create these worlds. By doing that, a 'Möglichkeitsmensch' is creating new 'land' that can be occupied by other people. A 'Wirklichkeitsmensch' takes reality for what it is and creates with what is already there.

## What happened next?

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This page last changed on Apr 21, 2006 by [carolwebb75](#).

What are Contactivity people doing together after the event? Who is working with who? On what? How is it going? What's your news? Any updates?

### Comments

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Elayne Coakes and I have exchanged emails and are developing our ideas and swapping knowledge regarding something that sparked between us in the Future Backwards session - I have since got the backing of a senior member of staff at Cranfield to pursue this and he has been very helpful in sending stuff my way by email. Sami mentioned the next case study book... am tempted so watch this space. Have a few new Flickr contacts. And, Ron asked me if I wanted to help him with a paper - must get back to that, deadline tomorrow (great thing to be doing on a Friday night) 😊

Posted by [carolwebb75](#) at Apr 21, 2006.

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It will be interesting to see what happens on this page in future should it turn out to be a reflection of how relationships develop. Greenwich was my first event so I recognise at this point I'm on the periphery looking in. I did know some faces from some 'complexity' events (Ron and Edna) and also David G, but I hope to get around to developing new relationships. I've had contact from Patricia and shared some documents about KM and regional economic development. I have shared stuff with Roberta, and Yvonne has organised an e.mail list from which might develop an interest in KM and culture (came out of the Open Space exercise). Carole and I agreed to consider the application of some of the k sharing exercises might be applied in 'complexity' event (C- I've not forgotten). What I look forward to is a 'space' for us to have further discussions as a 'contactivity' group and potential CoP. A little more exclusive than the whole of knowledge board, but one that uses the KB as a potential knowledge and learning infrastructure. I'm sure that we have only scraped the surface of possible collaborations but the messages on this page are awfully lonely on their own.

Posted by [plbond](#) at Apr 25, 2006.

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I hear what you are saying Peter.

I have to add that as well as working with Carol, I am also meeting up with Nanette Young to discuss writing collaboration and interestingly enough also, I have spent some time talking with Jozefa, who works in W'min with me, but in a different department! We shall be working together more in the future too now we have 'discovered' each other.

I hope that more will come from the event in due course but currently have little time to follow things up. That's not say I have forgotten people that I have met and said we would keep in touch but just that time is short for me at the moment....

let's hear from others now.

Elayne

Posted by [elayne](#) at Apr 25, 2006.

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I'm going through a set of After Action Reviews with the event partners, writing up the event report over May, working with Dan to play god and evolve the wiki/cop/event theory.

Posted by [ed](#) at Apr 25, 2006.

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## Co-creation

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This page last changed on Mar 30, 2006 by [ptroxler](#).

### **ATTENDEE ACTIVITY: 28 March 2 April: arranging the groups of 'things'**

**Imagine that we are all in a room together in front of a whiteboard with a bunch of post-it notes.**

All of the words from your comments so far are on the post-it notes.

The topics have been extracted from your conversations. This is to 'ease' this process a little.

The keywords have also been extracted from the conversations.

Use the 'edit' link at the top of the page to COPY the keywords underneath the bigger topics as you see fit. You can put keywords under multiple topics if you like. You can move or copy a keyword if someone else put it somewhere.

There is no 'wrong' answer. Don't worry if it goes funny - this is an experiment - and we have back-up versions of the wiki.

If you want to discuss the topics in more detail, go to the topic page and work on it there. We will move to them later anyway. You can copy all the words around different pages.

*After we have done this (2 April), we will try to form statements or questions for discussion around the groups we create (next week)*

### **OK folks - off we go - let's see if we can put all the keywords into categories and see if patterns emerge from this activity:**

**\*TOPIC WORDS\*** ⚠️⚠️⚠️ Please, please, please ... put your virtual post-its on the corresponding pages, not here ⚠️⚠️⚠️

**Analysis of KM itself:** academic, cultural, organisational

what makes a km expert?

**Implementation:** technical, social and national

what justifies a cop?

how can we motivate contributors?

**Meetings and media:** how to organise meetings and k-sharing events across all media

**Sustainability:** global and organisational

**Regional KM, national KM and innovation** (including [Knowledge Cities](#))

### **\*KEYWORDS\***

km with customers

km with business partners

development

democracy

emancipation  
positive social change  
environmental benefit  
organisational benefit  
triple bottom  
five capitals  
software  
what makes a km expert?  
innovation: general  
innovation: speed to market  
km and collaboration: better ecologies for sharing k  
km and rightsizing  
CoPs  
what justifies a cop?  
how is a cop different from a group, project, workspace?  
how can we motivate contributors?  
enabling organisational structures  
is there a km in large companies model?  
harvesting knowledge to facilitate k-transfer  
crafting virtual km  
meetings  
schumacher: small is beautiful  
de-briefing processes  
ageing workforce  
corporate wikis and weblogs as knowledge-base  
national  
roi of km  
km of roi  
alternatives to current km modes  
success factors for km implementation  
re-using km ideas in different contexts  
leadership  
conflict resolution  
corporate social responsibility  
km ecologies design  
regional knowledge management  
national knowledge management  
km definitions  
km structure  
km paradigms  
overcoming resistance to km  
influence of metaphors used in km  
is km a discipline?  
is km being industrialised?  
is km a mainstream business idea?  
are organisations confusing km with im?  
how to share knowledge between communities?  
how to make meetings better?  
how to use different strategies to improve collaboration?

## Comments

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I suggest the following (I am Lale Eidal 😊)

- KM with business partners and customers
- Defining KM (as opposed to other fields of management)
- Who is the 'KM expert'? (we talked about this in Amsterdam, but we never really came to a conclusion)

Posted by [laleeidal](#) at Mar 10, 2006.

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I suggest:

**KM for Sustainability** - How can KM contribute to the sustainability of organizations through commitment to the Triple Bottom Line - Economic, Social, Environmental

**KM for Innovation** - How can KM speed up innovation to improve time to market?

**Collaboration for KM** - How can we design ftf and virtual ecologies for better knowledge sharing?

With warm regards,

Edna Pasher

Posted by [edna pasher](#) at Mar 11, 2006.

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I am particularly interested in exploring innovation at the moment and how communities work - I also like the environmental ideas - can KM help with downsizing and rightsizing? By downsizing I don't mean reducing staff but reducing ecological footprint - I am very interested in the Schumacher ideas and would like to explore how these might fit with KM.

best wishes

Elayne Coakes

Posted by [elayne](#) at Mar 11, 2006.

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I agree with Edna's suggestion...KM for Sustainability. However, i prefer a slight variation in the terminology. KM for Sustainable Development might synergise with a possible re-naming the Nobel Prize for Economics to Nobel Prize for Sustainable Development.

With warm regards

JayParaki

Posted by [jayparaki](#) at Mar 12, 2006.

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Elayne,

I am curious to know if you are familiar with some of the innovations in Datamining in Life Sciences and

Telemedicine? Staff requirements are less compared to traditional corporate organisations and collaborations across the world with KM practitioners are more easily attained with far less disruption of activities due to environmental and natural disasters.

I am curious to know more about the Schumacher ideas. I have expanded some of the thinking and ideas of late Dr Edward Deming to accomodate effects of globalisation and the way it affects KM practices.

JayParaki

Posted by [jayparaki](#) at Mar 12, 2006.

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**Facilitating knowledge transfer** - about how learning happens and wisdom lands

**Knowledge harvesting** - about facilitating 3d knowledge transfer

Posted by [janafieldding@gmail.com](#) at Mar 12, 2006.

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Hi all,

starting with the concept of my consultant friend Riccardo Antonini (Rome 2 University - Researcher) that says: 'Having/Sharing a larger "common" cake is better than "cultivating" our single biscuit', some themes I propose for our London Contactivity meeting in april are:

1) Crafting Virtual KM or "How can we produce some value added or benefit to our different and geographically distant works, within this one or other KM communities, without face to face meetings ?" (e.g. what can a wiki or other tool can do for us even if we do not know each other deeply or encounter often or live different jobs ?)

2) It is better measuring the ROI of KM or measuring the KM of ROI ?

3) How can we win corporate (and single executives) resistance to knowledge sharing within our corporate clients or employers ?

May refine these themes later, after reading other similar comments ... or convergences ...

Paolo Petrucciani

Posted by [epis777](#) at Mar 12, 2006.

---

Dear All

In line with my interpretation of the overall theme of the event (perhaps I got it a bit wrong though...):

1) **Real World Issues: What are they? What contexts and what problems does this address? What really really matters?**

2) **Bringing People Together: Who, what, where, how, why, when?**

3) **Disseminating 'Contactivity' Methods: Getting new groups of people talking and interacting in the same ways this group does --> how to make this happen... a plan? (assumption is that standard ways of operating are still seminar style power point sessions, not really interactive at all - can we change this?)**

Best wishes, and see you there!

Carol

Posted by [carolwebb75](#) at Mar 13, 2006.

---

Is there scope for actual Transfer of Knowledge during Contactivity 2006? I am speaking about TOK in two distinct areas - Integrated Medicine (also termed Complementary Medicine) and Datamining in Life Sciences. I am following the views expressed by Prince Charles and NHS on Integrated Medicine regularly and i have something definite and specific to share.

JayParaki

Posted by [jayparaki](#) at Mar 14, 2006.

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Edna ... personally I prefer the "Five Capitals Model" (Forum for the Future, see [http://www.forumforthefuture.org.uk/aboutus/fivecapitalsmodel\\_page814.aspx](http://www.forumforthefuture.org.uk/aboutus/fivecapitalsmodel_page814.aspx)) over the Triple Bottom Line ... (a) simply because the idea of "preserving capital" is – to mee – more inline with sustainability, and (b) because using the 5 capitals – natural, human, social, manufactured, financial – offers a more differentiated/complex point of view.

/ Peter

Posted by [ptroxler](#) at Mar 14, 2006.

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- In what ways can knowledge be used for social/political/economic change towards more inclusiveness, emancipation, democracy?
- Which agents or parameters determine different types, modes and sites of knowledge (re-)production and transmission, knowledge hierarchies, the organisation of knowledge and the organisation of the exploitation of knowledge?
- What alternatives to the current paradigms (a) academic (traditional), (b) corporate (KM, media) and (c) "classe digitale" (PKM, blogging etc.) are available concerning the (re-)production, distribution/sharing and use of knowledge?

Posted by [ptroxler](#) at Mar 14, 2006.

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Hi all,

the subjects I suggest for discussion are:

- Is KM formally defined enough to be labelled a discipline and if it is, to which of the following would we relate it:

- Management (of knowledge vs. knowledge of management)
- Social studies or organization behavior
- System and process engineering
- Success factors for KM implementation
- Reusability in a contextual world

See you all soon,

Rony Dayan

Posted by [ronydayan](#) at Mar 18, 2006.

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Carol,

There are a number of good alternatives to "seminar style power point sessions". The main ones are Real Time Strategic Change ([www.martinleith.com/glossary/rtsc.html](http://www.martinleith.com/glossary/rtsc.html) - not really a method but a set of principles for creating large scale collaborative meetings); Open Space Technology ([www.martinleith.com/glossary/open-space.html](http://www.martinleith.com/glossary/open-space.html) - we'll be using this for part of Contactivity); a combination of the two (much of the work I do falls into this category); World Cafe ([www.theworldcafe.com](http://www.theworldcafe.com) - like Open Space but the topics are decided in advance) and workshops using collaborative worksheets like those created by David Sibbet & co at The Grove Consultants ([www.grove.com](http://www.grove.com)). An ever-growing number of companies and non-profits is using these methods, including ABN AMRO Bank, European Commission, GlaxoSmithKline, NHS and Royal Dutch Shell.

Let me know if you'd like more info.

Martin

Posted by [martinleith](#) at Mar 23, 2006.

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Hi everyone,

My current preoccupations relate to Leadership, Conflict resolution and Corporate Social Responsibility. I am especially intrigued by the endemic lack of courage exhibited by people at all levels in corporate and public life.

So, when it comes to themes for this gathering I would like to see somewhere exploration between Knowledge and these topics. As the recognition that knowledge is a valuable asset grows and companies start to explore ways to nurture talent, I am also looking to understand how metaphors we use around the topic of Knowledge affect its importance, wider perceptions and relevance.

Best

Lilly Evans

Posted by [lillyevans](#) at Mar 24, 2006.

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Hi there,

Among my interests are the following :

1) What are kind of objectives justify a "community of practice" ? Do CoPs really work? In which contexts? What is the difference between a CoP and a) special projects b) discussion groups (email distribution) c) a simple online workspace for any group?

2) How can we motivate contributors? Can you "force" people to contribute knowledge?

3) Organizing KM in large companies. What is the model we should work towards? Is KM within large organizations being "industrialized" - if so, what are the advantages and dangers of such a model?

Looking forward to seeing everyone - Andrew

Posted by [alewis](#) at Mar 25, 2006.

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PS - Some real world issues I checked out here

PPS - Thanks Martin - your reply hits the spot other approaches cannot reach 😊 ... am also interested in participative instruments (such as citizen juries, fishbowls, future's workshops, etc.)

Posted by [carolwebb75](#) at Mar 25, 2006.

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ok, when I said, 'some real world issues I checked out here' the word 'here' was supposed to link to the same link/attachment I put in on my attendees bit... sorry for being hyperlink thick but just can't work it out right now (blame it on a webpage with Chinese characters!)

Posted by [carolwebb75](#) at Mar 25, 2006.

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Leadership. Amen. Good call there Lilly!

Posted by [carolwebb75](#) at Mar 25, 2006.

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I am just hoping you're not looking for the 'big man' to sort everything out when you say 'leadership' and 'amen'. big man equals trouble, at least that's what history seems to tell us. (ps. things are not getting much better with big women either...). Interested to find out more!

/ pt

Posted by [ptroxler](#) at Mar 27, 2006.

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Hi all,

I am interested in the following topics:

- I am member of the board of the **german knowledge management society** ... I would like to share some experiences with people working in/for similar organisations (about 500 members, virtual community, regional monthly regular tables).
- In the consultancy I work we are about to adapt our (K)M Framework to use it not for Corporate Knowledge Management but for **Regional/National Knowledge Management** ... I am interested in other approaches to Regional/National Knowledge Management (I would like to get some feedback on our framework, too).
- Due to the fact that the german workforces are ageing we work a lot on **expert-debriefing**-/leaving-expert-processes. I would like to share some ideas about possible processes.
- Corporate **Wikis/Weblogs** as a knowledge base.

See you all soon

Simon

Posted by [simon.dueckert](#) at Mar 27, 2006.

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I forgot this one:

- Inspired by the lexthing (<http://www.lexthink.com>) we facilitate since 2005 a **openspace/wiki-CoP** called the "Cogneon Community" which meets four times a year (meetings are called "Knowledge Jam", <http://www.cogneon.de/ckj>) and uses a mediawiki (<http://www.cogneon.de/wiki>) to document results and collaborate between the jams. If somebody is interested I could bring some fotos, trailer-videos, results, ...

Posted by [simon.dueckert](#) at Mar 27, 2006.

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Wow..there's a lot of disparate ideas in the above! But then I guess the challenge is to do something that weaves a thread through some of these key 'KM' issues.

As far as the event itself is concerned I'd like to see a reasonably structured set of key topics explored using an Open Space approach. I'm assuming that the list of topics will come from this wiki but that they will be assembled into some sort of 'bigger picture'.

As far as discussion points goes - what about:

Has KM truly made it as a mainstream business idea?

Are organisations still confusing information with knowledge?

Can we measure the ROI of KM?

Posted by [johncurran](#) at Mar 27, 2006.

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no worries PT (i am pro-religious tolerance but personally I am an anthropologist/atheist 😊 )

my interest in leadership is that when it happens it can be really great and lead to many things - it doesn't have to be related to a particular power position or anyone particularly 'large framed' either 😊

i'm more into the potential of it happening wherever and by whoever as opposed to looking to a single individual to provide it (although when done well in contexts requiring it, this can be a good thing)

Posted by [carolwebb75](#) at Mar 28, 2006.

---

I would like to add a specific topic linking the proposed topics of **regional KM, national KM and innovation** within one workshop: Here in Switzerland we do care a lot about regional development. The region where I'm working (Central Switzerland) is lacking in infrastructure what is not of favour for the development of an innovative region - SMEs act isolated from each other, governmental departments of the six cantons in the region do not work together etc. etc.

Our school now decided that we should try and change the situation at least for SMEs. One of the actions we decided to do is to develop a so called '**innovation supply system map**' showing the gaps between the existing supply and the identified needs for innovation support of our regional SMEs as well as overlaps and areas for improvement. For us, this means that we are going to **first assess** the capacity, extent of co-operation and experience of the existing innovation supply system including the formal and informal knowledge streams (e.g. formal technology & knowledge transfer), and in a second step we will **visualise** these relationships.

I know that a lot of you have experiences with developing **knowledge maps** for organisations, and I'm excited about the idea of transferring this knowledge into a **common methodology for mapping knowledge flows in regions**. Questions within this topic are such as

- How can knowledge map assist the process of regional innovation development?
- What experiences do you have with knowledge mapping (reflection): What does one have to take care about in the development process, what are success factors and problems?
- How needs the method of mapping to be adapted if one is going to map not within organisations but in whole regions? Is this possible at all?
- How can one ensure within the process of mapping that the 'clients' (organisational members, regional SMEs) accept the results and work with the map?

You see, a hell lot of questions...Couldn't such a discussion lead to a **innovation supply system map for the whole Europe** (and Israel 😊), if we decide to take actions?

Posted by [schegalka](#) at Mar 29, 2006.

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I find myself in comment mode again ... think we should talk (but I am sure Willy Küchler would not agree with the picture you paint there...) / DrP

Posted by [ptroxler](#) at Mar 29, 2006.

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Co-creation organization

I suggest to organize the topics in a planar matrix, having on one axis **topics** related to the **KM functions** (why do you KM, or the application of KM to various fields); and on the other axis, **topics** related to the **KM content** (how do you KM, or the way to perform KM in its various content).

If we do so, then the actual list of topics (and keywords) would become:

## **KM functions**

- **Business**

- Accommodating effects of globalisation and the way it affects KM practices
- Corporate social responsibility
- KM as a mainstream business idea
- km with business partners
- km with customers
- Real World Issues
- Traditional corporate organizations
- Winning corporate resistance to knowledge sharing

- **Sustainability**

- ageing workforce
- environmental benefit
- emancipation
- triple bottom

- ◦ five capitals
- km and rightsizing
- km ecologies design
- KM for environmental
- KM for Sustainable Development (commitment to natural, human, social, manufactured, financial)
- positive social change
- Organisational benefit

- **Regiona/national KM and knowledge cities**

- democracy
- Collaborations across the world with KM practitioners
- National knowledge management
- Regional knowledge management
- Knowledge for social/political/economic change

- **Innovation**

- Development
- Innovation: general
- Innovation: speed to market
- KM for Innovation

- **Meetings and media**

- Bringing People Together

- Conflict resolution
- Meetings
- Participative instruments (such as citizen juries, fishbowls, future's workshops)
- Wikis/Weblogs
- Corporate wikis and weblogs as knowledge-base
- Disseminating 'Contactivity' Methods
- How to make meetings better?

## **KM content**

### **• KM analysis**

- KM definitions
- Alternatives to current km modes
- Defining KM (as opposed to other fields of management)
- Influence of metaphors used in KM
- Is km a discipline?
- Is km being industrialised?
- Is there a km in large companies model?
- KM as a discipline belonging to management, social studies, organizational behaviour, system engineering, process engineering.
- KMparadigms
- KMstructure
- Parameters determining different types, modes and sites of knowledge (re-)production and transmission, knowledge hierarchies, the organisation of knowledge and the organisation of the exploitation of knowledge
- Reusability in a contextual world
- Re-using KM ideas in different contexts
- What justifies a cop?

### **• Implementation**

- Are organisations confusing KM with IM?
- Collaboration for KM
- Communities of practice
- Crafting Virtual KM
- De-briefing processes
- Expert-debriefing
- Harvesting knowledge to facilitate k-transfer
- How can we motivate contributors?
- How communities work
- How is a cop different from a group, project, workspace?
- How to share knowledge between communities?
- How to use different strategies to improve collaboration?
- Knowledge harvesting
- Overcoming resistance to KM
- Sharing methods (Real Time Strategic Change, Open Space Technology, World Café, workshops using collaborative worksheets)
- Success factors for KM implementation
- Transfer of Knowledge

### **• Measurement**

- ROI of KM

- KM of ROI
- Knowledge visual maps

- **Organization**

- Enabling organisational structures
- Leadership
- Organizing KM in large companies
- Schumacher: small is beautiful
- What makes a km expert?
- Who is the 'KM expert'?
- KMAND collaboration: better ecologies for sharing k

Posted by [ronydayan](#) at Apr 01, 2006.

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Hi everyone,

I am new to the whole wiki thing so if this all goes horribly wrong you know who to point at and prod.

I would like to look at the following:

- Implementing KM through training
- IT systems re:KM
- How to make communities of practice viable
- KM as a facet of CRM.

Thanks, and I look forward to meeting you all on Monday.

Sarah Fletcher

Posted by [sfletcher@sift.com](mailto:sfletcher@sift.com) at Apr 04, 2006.

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HOWDY ! one thing that staggers me is that the word LEARNING appears (until now) only ONCE in this whole piece

yes, according to my scan and the more accurate Search facility, ONCE

and yet (surely?) learning is a key part of the whole 'Knowledge thing', part of the 'know what' > 'know how' > 'show how' > 'know why' > 'care why' that Tiwani (and others, notably Quinn) use, because knowledge itself without the ability to apply it is relatively LOW value (unless you want to win on 'MasterMind' or 'Who wants to be a Millionaire'), the ability to learn how to use, apply knowledge is potentially of much higher value (OK its quite possible for people/organisations to 'mis-use/apply' knowledge, I recognise this).

'Care why'? well that for me is what underpins successful knowledge-focused, knowledge-sharing organisations - and probably sinatures knoweldge's potential role in what people are referring to as 'sustainability', social, economic and encvironmental aspects where knowledge its transfer and its application and how people actually care about using it, is what makes one of the biggest contributions to a successful knowledge-sharing organisation, knowledge sharing communities, one in which individuals as well as the organisations, communities learn (there's that word again), create a truly productive knowledge/learning/ application spiral that delivers, and delivers "good"as opposed to "evil" however we define them.

Posted by [martylnlaycock](#) at Apr 06, 2006.

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## Analysing KM

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This page last changed on Mar 30, 2006 by [ronydayan](#).

development / develop KM  
can KM help democracy?  
emancipation  
positive social change (e.g. knowledge increasing , prices and conflicts decreasing; access to knowledge, exploitation)  
alternatives to current km modes

organisational benefit  
innovation: general  
innovation: speed to market  
km and rightsizing  
enabling organizational structures  
is there a km in large companies model?  
roi of km  
km of roi  
re-using km ideas in different contexts

km definitions  
km structure  
km paradigms  
is km a discipline?  
is km being industrialised?  
is km a mainstream business idea?

Who is the 'KM expert'?

parameters determining different types, modes and sites of knowledge (re-)production and transmission, knowledge hierarchies, the organisation of knowledge and the organisation of the exploitation of knowledge

Success factors for KM implementation

parameters determining different types, modes and sites of knowledge (re-)production and transmission, knowledge hierarchies, the organisation of knowledge and the organisation of the exploitation of knowledge

## Comments

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go on Paolo! First move 😊

Posted by [ed](#) at Mar 28, 2006.

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Ed and all - I will be out till saturday afternoon for other conferences so I posted my first ideas - let us see next sunday "the state-of-the-art"

Posted by [epis777](#) at Mar 28, 2006.

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I'm very intrigued by the ROI on KM/KM of ROI. This is important for me as a Knowledge Manager (of very little experience!) in that I need to illustrate to my C.E.O. the benefits of real KM. Since I accepted this role in November last year, after graduating in July 2005, I have been 'encouraged' towards a role that is much more PR and sales orientated. I have had to fit in KM around this, and am starting to get through to people, but I need to learn more about the ROI benefits. I'm hoping to learn such a lot at this event - I hope my brain is in gear - and I hope I can contribute as much as I learn.

Posted by [julie fenwick](#) at Apr 05, 2006.

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do hope u r not going to be diappointed Julie, measurement is one of many areas that tax, sometimes tire, the brains of KM people and whilst many of us can point you to a long list of possible measures, it remains difficult, close-on impossible to calculate an ROI for KM, one problem is Finance Director,s sometimes even unenlightened CEOs, demand to know the RoI, even when its virtually impossible to establish in modern fast-changing organisations what it is that improves profitability, customer service, and therefore 'goodwill'. KM is a discipline a driver of change, and its impacts are largely medium to longer term - so in many organisations they surface LONG after the CEO and Finance Director have 'moved on'. Nocriticism or dis-respect here but the fact you have other seemingly more important organisational roles/duties to perform suggests that KM is viewed more as 'something we ought to try' rather than being strategic and a real organisational driver for change. Be interested to meet and discuss how you feel KM the way you are being asked to 'do' it is 'getting on'.!

Posted by [martylnlaycock](#) at Apr 06, 2006.

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## Embodied Knowledge

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This page last changed on Apr 01, 2006 by [ptroxler](#).

Work in progress

## My view on Creativity may Help us too

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This page last changed on Apr 03, 2006 by [ptroxler](#).

This text was meant only to be a stimulus for the discussion held, in a specific panel, at [Generative Art 2001](#).

In the text, "provocative enough" to spur animated discussion, some very basics of *darwinism* and *genetics* are given with the only purpose of declaring a **common** "stage for the play" where everybody feels at ease. Common stage and common vocabulary if not even common language.

The main thesis is very strong, therefore comments and critics are warmly encouraged. They are the selective pressure that steers the evolution of ideas. We all need them.

The thesis is basically the following: *"Every creative process is a darwinian one"*.

Besides, it will be shown that it is also a very peculiar one where the information and its implementation sometimes switch their role one another.

The above is an updated version of the Abstract of the [full paper](#) that you will find in the Attachment section or simply by clicking [here](#).

From year 2001 on, I had several opportunities to discuss it with my students and with experts in the field (for a non exhaustive list of the people with whom I discussed it, and especially to give credits to their patience in listenig to me 🙄, please see [here](#) and [here](#) and [there](#). Obviously most of them either did not agree or simply did not understand what I was talking about. Yet they are still friends of mine so I hope you will 😊).

I had also some second thoughts from then on and I am still in the process to re-elaborate it. In particular I find my position a bit too "cognitivist" and hence betraying my [experiences with Francisco Varela](#) (as I already said [elsewhere here](#)). I am trying to make it more accessible to the general audience giving some practical examples. (work in progress... more hopefully in the next few days. Comments warmly welcomed ALREADY)

### \*KEYWORDS\*

software  
what makes a km expert?  
innovation: general  
innovation: speed to market  
km and collaboration: better ecologies for sharing k  
CoPs  
what justifies a cop?  
how is a cop different from a group, project, workspace?  
enabling organisational structures  
is there a km in large companies model?  
harvesting knowledge to facilitate k-transfer  
crafting virtual km  
meetings  
corporate wikis and weblogs as knowledge-base

alternatives to current km modes  
success factors for km implementation  
re-using km ideas in different contexts  
leadership  
conflict resolution  
km ecologies design  
km definitions  
km structure  
km paradigms  
overcoming resistance to km  
influence of metaphors used in km  
is km a discipline?  
is km being industrialised?  
is km a mainstream business idea?  
are organisations confusing km with im?  
how to share knowledge between communities?  
how to make meetings better?  
how to use different strategies to improve collaboration?

## The Map is not the territory

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This page last changed on Apr 03, 2006 by [ptroxler](#).

I am taking the liberty to share [this article](#) of [mines](#) in the hope to spur a discussion about the role of representation(s). (It is a scanned-ocr copy of the original published paper version. It is not accurate but it is practical. For a just scanned, a little bit heavier but faithful, copy click [here](#)

I have already self criticized myself [elsewhere here](#) for being too "cognitivist" and hence betraying [my experiences with Francisco Varela](#). Nevertheless if one has to use representations it should be worth using them wisely. Hence my feeling to share this article with you.

This is work in progress and comments warmly welcomed.

### \*KEYWORDS\*

software  
what makes a km expert?  
innovation: general  
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how to share knowledge between communities?  
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how to use different strategies to improve collaboration?

## Implementation

---

This page last changed on Mar 30, 2006 by [ronydayan](#).

km with customers  
km with business partners  
software  
what makes a km expert?  
innovation: general  
innovation: speed to market  
km and rightsizing

CoPs  
what justifies a cop?  
how is a cop different from a group, project, workspace?

how can we motivate contributors?  
enabling organisational structures  
is there a km in large companies model?  
harvesting knowledge to facilitate k-transfer  
schumacher: small is beautiful  
de-briefing processes  
ageing workforce  
corporate wikis and weblogs as knowledge-base

roi of km  
km of roi  
success factors for km implementation

re-using km ideas in different contexts  
leadership  
conflict resolution  
overcoming resistance to km  
is km being industrialised?  
is km a mainstream business idea?  
are organisations confusing km with im?  
how to share knowledge between communities?  
how to use different strategies to improve collaboration?

KM with business partners and customers

KM as a mainstream business idea

ROI of KM

Traditional corporate organizations

Corporate social responsibility

Organizing KM in large companies

KM for innovation

Expert-debriefing

Knowledge harvesting

Transfer of Knowledge

Crafting Virtual KM

Collaboration for KM

Communities of practice

How communities work

Winning corporate resistance to knowledge sharing

Sharing methods (Real Time Strategic Change, Open Space Technology, World Café, workshops using collaborative worksheets)

Participative instruments (such as citizen juries, fishbowls, future's workshops)

Bringing People Together

Knowledge visual maps

Reusability in a contextual world

## Meetings and media

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This page last changed on Mar 28, 2006 by [ptroxler](#).

km with customers

km with business partners

software

km and collaboration: better ecologies for sharing k

how is a cop different from a group, project, workspace?

how can we motivate contributors?

enabling organisational structures

is there a km in large companies model?

harvesting knowledge to facilitate k-transfer

crafting virtual km

meetings

de-briefing process

corporate wikis and weblogs as knowledge-base

alternatives to current km modes

conflict resolution

how to share knowledge between communities?

how to make meetings better?

how to use different strategies to improve collaboration?

## RegioKM

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This page last changed on Mar 30, 2006 by [ptroxler](#).

Suggested by DrW.

[i see also specifically with respect to Cities & people who live in cities: Knowledge Cities](#)

km with business partners  
development  
democracy  
emancipation  
positive social change  
environmental benefit  
organisational benefit  
innovation: general  
innovation: speed to market  
km and collaboration: better ecologies for sharing k  
km and rightsizing  
harvesting knowledge to facilitate k-transfer  
crafting virtual km  
national  
alternatives to current km modes  
regional knowledge management

regional innovation strategy

knowledge flow mapping: development of a method  
national knowledge management  
how to share knowledge between communities?  
how to use different strategies to improve collaboration? (e.g. between academia & industry, btw. businesses...)

## Knowledge Cities

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This page last changed on Mar 30, 2006 by [ptroxler](#).

### **Here is an issue which is important to each of us (at least those of us who live and work in cities)**

- What is a "Knowledge City"?
- How does a knowledge city look like? what happens in a knowledge city?
  
- What turns an "ordinary city" into a "knowledge city"?
- What are the benefits for the citizens - childrens, adults, vistiors, business people etc.
- What about "knowledge villages"?
  
- What can we learn from our own cities?
- What lessons can we take from KM in organisations into KM in cities?

### Comments

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This is a paarticular area of interest for me.

Posted by [alan\\_mckinnon@mac.com](mailto:alan_mckinnon@mac.com) at Apr 10, 2006.

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## Sustainability

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This page last changed on Mar 28, 2006 by [ptroxler](#).

second trial (Paolo Petrucciani) - 28 march  
integrated with Peter Troxler

development – KM for development or developing KM ?  
democracy – can KM help democracy ?  
emancipation  
positive social change (e.g. knowledge increasing , prices and conflicts decreasing; but also more)  
environmental benefit  
triple bottom  
five capitals  
ageing workforce  
national  
alternatives to current km modes  
corporate social responsibility  
km ecologies design  
regional knowledge management  
national knowledge management

## Contactivity Event Diary

This page last changed on Apr 07, 2006 by [julie fenwick](#).

### Introduction

I thought it might be useful to all those unable to attend the event if a space was available for attendees to record some thoughts and experiences as the Contactivity Event is happening. A 'real time' record will give attendees the opportunity to give some feedback to non-attendees on what is happening, questions raised, ideas and discoveries that can be used to extend the life of the event beyond the physical meeting.

The reason why I thought this might help is that, in my experience, so many ideas and fascinating discussion and debate takes place outside of the actual event, that it deserves to be recorded.

(Please note this is the first time I have ever used a wiki, so please forgive me if this does not appear as I hoped!) 😊

### Contents

- "Fringe"meetings
- Saturday
- Sunday

#### Recently Updated

by [Ed Mitchell](#) (25 Apr)  
 [Re: What happened next?](#)

by [dan dixon](#) (25 Apr)  
 [Re: Post-Event Comments](#)

by [Dr Elayne Coakes](#) (25 Apr)  
 [Re: What happened next?](#)

by [peter\\_bond](#) (25 Apr)  
 [Re: What happened next?](#)

by [Ed Mitchell](#) (24 Apr)  
[Contactivity openspace session reports 240406.doc](#)




by [Simon Dueckert](#) (24 Apr)  
[Techniques for purposeful collaboration](#)

by [Simon Dueckert](#) (24 Apr)  
[Articles](#)

by [Carol Webb](#) (21 Apr)  
 [Re: What happened next?](#)

by [Carol Webb](#) (21 Apr)  
[What happened next?](#)

by [Ed Mitchell](#) (21 Apr)

Title	Author	Date Posted
 <a href="#">Weather Forecast</a>	<a href="#">Peter Troxler</a>	Apr 07, 2006 14:06
 <a href="#">Anatomy of a Partnership</a>	<a href="#">Dr Jayanth G Paraki</a>	Mar 12, 2006 07:49
 <a href="#">Previous example of online KM &amp; CoP research</a>	<a href="#">dan dixon</a>	Mar 10, 2006 13:45

[Contactivity feedback no names 210406.xls](#)

## Global KM Communities

This page last changed on Apr 17, 2006 by [ptroxler](#).

At the Contactivity 2006 in Greenwich I ([Simon Dueckert](#)) ran an open space session titled "How to connect all european KM Communities?). We collected a list of the communities we knew. There were a few Communities from outside europe so we decided to make a collection of KM Communities worldwide. The next tasks are:

1. **Complete the table** until the next contactivity (14.-15.09.2006 in Israel) (if you don't know how to add a table entry just send it to me via [E-Mail](#))
2. Build a **virtual community** of the contact persons of the different KM Communities
3. Develop a **template** to describe each community
4. Run a **session at the next contactivity** to create some ideas how to connect the different KM Communities

Community	Country	Contact	URL
actKM	<a href="#">Australia</a>		<a href="#">Weblink</a>
Plattform Wissensmanagement	<a href="#">Austria</a>	Andrea Kirschbichler, Catrin Wallpach	<a href="#">Weblink</a>
Wissensmanagement Forum Graz	<a href="#">Austria</a>	Manfred Bornemann	<a href="#">Weblink</a>
European Consortium for the Learnig Organisation	<a href="#">Belgium</a>	Brigitte Jack-Casteur	<a href="#">Weblink</a>
Knowledgeboard	Europe	Ed Mitchel	<a href="#">Weblink</a>
German Knowledge Management Society	<a href="#">Germany</a>	<a href="#">Simon Dueckert</a>	<a href="#">Weblink</a>
Knowledge Management Society of Japan	<a href="#">Japan</a>		<a href="#">Weblink</a>
Hong Kong Knowledge Management Society	<a href="#">Hong Kong</a>	Waltraut Ritter	<a href="#">Weblink</a>
Polish KM Practicioners Association	<a href="#">Poland</a>	Tomasz Rudolf	<a href="#">Weblink</a>
Knowledge Management and Organisational Learning	<a href="#">Portugal</a>		<a href="#">Weblink</a>
Knowledge Management Society of South Africa	<a href="#">South Africa</a>		<a href="#">Weblink</a>
Swiss KM Forum	<a href="#">Switzerland</a>		<a href="#">Weblink</a>
Gurteen Knowledge Community	<a href="#">United Kingdom</a>	David Gurteen	<a href="#">Weblink</a>
KM for Development	<a href="#">United Kingdom</a>		<a href="#">Weblink</a>

London Knowledge Network	<a href="#">United Kingdom</a>	Martin Laycock	<a href="#">Weblink</a>
Association of Knowledge Work	<a href="#">United States</a>	Jerry Ash	<a href="#">Weblink</a>
KM Cluster	<a href="#">United States</a>	John Maloney	<a href="#">Weblink</a>
Romanian KM Network	<a href="#">Romania</a>	<a href="#">Gabriela Avram</a>	<a href="#">E-Mail</a>
Learning to Fly	virtual/global	Chris Collinson, Geoff Parcell	<a href="#">Weblink</a> ; <a href="#">Alt.Weblink</a>

## Comments

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Simon has done a great job here but I do not have the time to add the list of KM networks and societies that I have been building myself over the last 5 years - other than to say that it is global, includes commercial organizations and is maybe 3 or 4 times longer than this list. See:

[Global Knowledge Network](#)

David Gurteen

Posted by [dgurteen](#) at Apr 15, 2006.

.....

## Post-Event Comments

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This page last changed on Apr 13, 2006 by [ed](#).

I'm interested in reading about what other people considered to be the best bits of the event. For me this included:

- Matching faces with the wacky profiles: meeting new people and seeing others again 😊
- The Open Space sessions: structured chaos 😊
- Sparking ideas between people. Some of which are already happening and stuff is now in my inbox 😊
- The Monday night foot-tunnel walk with singing - and there \*was\* a ghost coming down those steps, damn it 😊
- The Tuesday night food - I overate, shucks 😊

...what else?

Ed: I didn't get to do the sessions really as I spent most of the gig sorting it out. Hadn't foreseen that, but there you go. Seeing people handing over their cards to each other, smiling. Watching Paolo do a cartwheel on the grass to celebrate his new politics. Watching Martin Leith in action and seeing how open space \*really\* gets done. Having my mum there to see the book and the event, and to meet all the interesting people. Putting faces to names. Knowing things about people they had expressed on the wiki and then meeting them. Hearing the volume in the council room rise from zero to almost unbearable over the 'editor' workshop. Daring to do the event (was very very scared) and seeing everyone have a good time, most of the time. Everyone being very cool about it and flexible. Learning an unbelievable amount about organising gigs and how best to integrate software into them. Seeing my deeply cynical mate Gazza rushing around during the network session. All the event partners pulling together working together on the spot. Much much more.

## Comments

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Dear Ed - Thank U! It was great to meet old and new friends and to see the commitment to keep the KB community sustainable. I am happy we could use it to start preparations for the next KB meeting which will be in Tel-Aviv September 14-15 2006. We are fully committed to keep up the soul of the "fringe" started in Amsterdam and carried on to Greenwich. We got great ideas from the group who self organized to help us with it during the open space session. Thank U all! Special thanks to Martin Roll who volunteered to be the travel adviser for the Tel-Aviv meeting. We are going to make it as special as possible to make the trip here worth while. The idea that emerged in Greenwich is that we should include exploration tours in Israel where the KB community gets to meet and have conversations with different local communities. More ideas and advice will be appreciated from all of you. Warmly, Edna 😊

Posted by [edna pasher](#) at Apr 13, 2006.

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Dear Ed, Thank you for organising an excellent "gathering" Raises lots of questions and some answers on what attracts people to KM. If only all events could be full of such energy,enthusiasm and productivity.

Nanette

Posted by [nanette](#) at Apr 14, 2006.

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Greetings from Lima - its great to be now so far away and yet so in touch! And to read all the lovely comments about the further emergence of this Unique event ' every one will be unique as it develops I feel sure, witness Edna 's ideas already for Israel in September. I think I was too close a) to hosting and attempting to help organise ' matters b) to my much needed 'working holiday' (now underway) to get any real feel for the Value people realise from such adventures. All I can say on behalf of LKN and University of Greenwich it feels like it was WELL worth the effort, that people did have a good time, did take away good things, happy memories - and in the 'knowledge' that we will all have learned from both the good and not so good things that took place during a whacky, fascinating two days. And we feel that we have helped re-imnforce and consolidate the 'free-spirit' that emerged in Amsterdam, carry 'Contactivity' whatever we decide to call it well into the future, supported by a great bunch of people and always the 'knowledge' thing 'happening in and around us as we 'play' Pics will be posted as soon as I find adequate Peruvian bandwidth - and time 'to up-load them. A separate briefing Note and Cooments re Future backwards has beens ent to all on the organising group for distribution, with supporting pictures of the outcome boards just as soon as possible. HAPPY EASTER Martyn HIGHLIGHT FOR ME by the way WAS PAOLO ' 'Walk-Shop'an Innovation - and a good one we should build upon into the future!!

Posted by [martylnlaycock](#) at Apr 14, 2006.

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Really enjoyed the two days - what an eclectic bunch of KM people!

I've also done a quick write-up in my blog '[A Compound of Alchymie](#)'.

Some great photos on [Flickr](#) - thanks Ed and Martin Roell

Posted by [johncurran](#) at Apr 14, 2006.

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Thanks also to Dan and Lee at Headshift for providing/supporting the Wiki.

This is great technology but it does need some careful direction if it is to become more mainstream!

Posted by [johncurran](#) at Apr 19, 2006.

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"...This is great technology but it does need some careful direction if it is to become more mainstream!..."

Indeedy, John. One of Contactivity's goals was to explore exactly this and many learning points are coming out.

Posted by [ed](#) at Apr 19, 2006.

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Yep, even the best and most well behaved KM professionals need a bit of facilitation... whether in the real world or not.

Watch this space... (not in the confluence sense 😊)

Posted by [dan](#) at Apr 25, 2006.

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## Practical information

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This page last changed on Apr 04, 2006 by [ed](#).

### Contact:

For all information or if you have any ideas etc., please feel free to contact [Ron Dvir](#) or [Ed Mitchell](#).

### Cost: 50 GBP (75 EUR):

That is an amazing deal for the two days activity. It is not this reasonable to make you more likely to come; it is because we are a research project and have funding to explore new avenues just like this. You will need to pay for your travel and accommodation, and dinner on April 11th (we will have a 15 GBP cheerful dinner in Greenwich).

It is also this reasonable because University of Greenwich, Sift, Headshift, Martin Leith and others are generously donating their time and energy because they all think it's exciting and interesting. So thank them when you see them in Greenwich.

Payments need to be made direct to 'BIBA', KB's project management partner. Details for this are below. Enquiries can be made to the [ContactivityPayments email](#). Please make your payments before the event.

### Venue and organisers:

The event will be held in the Council Room in Queen Anne's Court - room no: QA063.  
The University of Greenwich Business School, Greenwich, London, UK.  
This is Fifteen minutes South East of central London with regular train and bus services ([journey planner](#)). Close to London City Airport.

[DIRECTIONS TO THE BUSINESS SCHOOL FROM THEIR WEBSITE](#)

[GOOGLE MAPS LINK TO VENUE](#)

[LONDON TRANSPORT MAPS](#)

Cannot resolve external resource into attachment.  
Greenwich Business School Council room  
*including typical English December weather*

### Organisers:

[KnowledgeBoard](#): Dr. Ron Dvir, Dr. Abdul Samad (Sami) Kazi, Ed Mitchell  
[KnowledgeBoard](#) advisors: Dr. Patrica Wolf, Dr. Peter Troxler  
[Martin Leith](#): Independent co-creation guide: Martin Leith  
[London Knowledge Network](#): Martyn Laycock

Contactivity's organisers are using a mailing list to do the administrative stuff and it is here:  
<http://list.knowledgeboard.com/mailman/listinfo/contact>

## Hotels

If you mention that you are coming to The University of Greenwich, the IBIS Hotel will offer you a 10% discount (*note from Carol: I just tried to use this discount and I was asked for some kind of document/proof from the Uni of Greenwich for this, which I will have to send before or bring when I pay - I just wondered if someone could perhaps do this en mass for a [list of attendees \(pls add your name\)](#) staying there? might be better than getting someone to do it over and over...?*)

*ED: 17:09, 23 March: I have just spoken with Adele who works at the hotel. She confirmed to me that you will NOT need any proof of your attendance in advance, just say you are coming and give them your credit card as confirmation. When we are there I will sort the discount out with a full list of who is staying there.*

The organisers will be there from Sunday onwards. The IBIS has wired and wifi internet access for those invaluable email catch up sessions.

### IBIS Hotel

30 Stockwell Street

+44 (0)20 8305 1177

+44 (0) 20 8858 7139

[IBIS London Stockwell Street](#)  
[general IBIS website](#)

### IBIS quotes (as found in January 2006):

Mon-Thurs nights: 78.95 GBP (not including discount)

Fri-Sun nights: 68.95 GBP (not including discount)

breakfast is extra.

As well as this there is a Novotel (more expensive), and a cheap hotel listings [here](#).

More information can be found on [Ed's delicious links for Greenwich](#) . This also has links to the possible pubs for dinner etc. Ed will update this as he goes along.

## Directions to venue

Enter the college campus through the West Entrance. On the large map the road marked as "COLL" is actually College Row and leads directly from the Cutty Sark DLR station (close to Ottakars Book Shop). If you look eastwards from there you can see the large Wrought Iron Gates that are the West Entrance to the campus. If you walk the whole length of the central campus walkway, Queen Anne's Court is the last building on the left hand side. Note you cannot enter the campus from Park Row.

Tip: If you are travelling from central London - take the Jubilee line to Canary Wharf and then change to the Docklands Light Railway at "Heron Quay Station" - just a few minutes walk - from here proceed to "Cutty Sark at Greenwich" (yes that's the name of the station). The West Gate is just a few minutes walk along College Row - see directions above.

[Large map](#)  
[Campus map](#)

## Big thanks to:

Leif Edvinsson: Inventing the term 'Contactivity' and letting us use it  
University of Greenwich: Leslie Johnson  
London Knowledge Network: Martyn Laycock  
Leith: Martin Leith  
Headshift: Dan Dixon  
Gurteen: David Gurteen  
Van Dok: Jansen Van Dok  
Intetek: Simon Lague

## Payment & Invoice:

We will automatically send invoices with all payment details to all participants who add themselves to the [Attendees](#) page. Payment needs to be made to BIBA (KB's project management partner) prior to the event. We have 64 seats, so first pay, first served.

Enquiries can be made to the [ContactivityPayments email](#)

## Your personal information:

As with all personal data on [KnowledgeBoard](#), we will use it only for the purposes of KB. We will not sell it or otherwise pass it on to other people. It will be used by KB in partnership with Intetek for the facilitated social networking. Please remember that this wiki is publicly readable so data you choose to put on here can be read by anyone.

## Your use of this wiki:

We are keen for everyone to use Contactivity as a launch pad into this amazingly simple new technological tool to emerge issues among distributed groups: **this wiki is the beating heart of the first event phases...**

This is a constructive and comfortable social space. We request that you adhere to decent and appropriate behaviour as outlined in the KB Community Rules. If you act in an anti-social or disruptive manner you will be discussing this with Ed the [KnowledgeBoard](#) Editor who reserves the absolute right to enter you into the KB moderation process, the undesirable end of which is being banned. We do not expect to have to worry about this and will take a very dim view of anyone who behaves rudely, either in words or actions. Thank you in advance for your reasonable attitude; none of us have the time or energy to get involved in such disputes.

Please remember that we say the tough stuff so everyone (including the management) can get on with enjoying their experience without fear of harassment, humiliation or other less desirable aspects of social engagement which occasionally occur in virtual environments. You will not be harassed or laughed at for not knowing how to use the wiki however; part of this experiment is to familiarise everyone with

this new technology and we will all make mistakes. If you have any problems, do not hesitate to [contact Ed](#)

**Please do not delay your decision in coming:**

We need attendees to decide now (February 2006), and register on the wiki and take part in using the wiki. We're using the wiki as a research tool. Also, that is the only way that the event's key themes can emerge, and the CoP can begin. Try it - if Ron and Martyn are prepared to learn about the wiki, then so should we all!

Go on - book that time out of work. *You know you want to.* This is a formal KM gathering with serious learning and networking objectives. Also, why not stay in Greenwich for the weekend before? April is the most beautiful month in the UK and Greenwich is an excellent location to spend a weekend.

## Comments

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we just seem to have GR\* events at Greenwich, Ed has seen it, enjoyed it - I like it so much I recently got MARRIED at it. And I know the best bars and restaurants in town. Riverboat trips are easy and nearby, whizz upto Canary Wharf, down to Thames Barrier or head for Westminster, Big Ben, Parliament, London Eye, Tower of London, Tower Bridge - and many more, too many to mention!

Posted by [martyn@managingtransitions.net](mailto:martyn@managingtransitions.net) at Feb 08, 2006.

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Since only Ed can edit the page ... here is the link to the specific Ibis hotel  
[http://www.ibishotel.com/ibis/fichehotel/gb/ibi/0975/fiche\\_hotel.shtml](http://www.ibishotel.com/ibis/fichehotel/gb/ibi/0975/fiche_hotel.shtml)

Posted by [ptroxler](#) at Feb 23, 2006.

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Ooops sorry all and thank you for spotting that peter - I meant for all attendees to be able to edit it. I am learning about wikis too 😊

Anyone can now edit this page.

Posted by [ed](#) at Feb 24, 2006.

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I have registered my reservation with Ibis, but their form doesn't allow notifying them of being a participant of the Contactivity 2006 event. Could this be done by the organizers please. Rony Dayan

Posted by [ronydayan](#) at Mar 18, 2006.

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Hi,

can you advice me: How do I get from Stanford Airport to the Campus? Patricia

Posted by [schegalka](#) at Mar 27, 2006.

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1. Take the train from Stanstead to Liverpool Street station
2. Go on the underground (Central Line) to Bank
3. Change onto the Docklands Light Railway (DLR)
4. Get a DLR train to Cutty Sark (for Maritime Greenwich). This is on the branch which ends at Lewisham.

[London Transport links website](#)

Hope that helps!

Posted by [ed](#) at Mar 27, 2006.

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Hi Rony,

You will not need to do this - I have an agreement with the hotel that I will sort this out for you when we are all there.

Ed

Posted by [ed](#) at Mar 27, 2006.

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## List of Ibis Bookers

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This page last changed on Apr 06, 2006 by ed.

Roberta Cuel: **Booked in 9, 10, 11 April**

Carol Webb: **Booked in 9,10,11 April** - see you in the hotel bar on Sunday evening 😊

Peter Troxler: **Booked in 9,10,11 April**

Nanette Young: **Booked in 9,11 April**

Rony Dayan: Booked in 9, 10 April

Ed Mitchell: **Booked in 9,10,11 April**

Martin Leith: **Booked in 9,10 April**

Patricia Wolf: **Booked in 10, 11 April**

Janice Mitchell: **Booked in 10 April**

Simon Dückert: **Booked in 9,10,11 April**

Julie Fenwick: **Booked in 9,10 April**

Abdul Samad (Sami) Kazi: **Booked in 8, 9, 10, 11 April**

Corinna Flöck: **Booked 10,11 April**

Mounib Mekhilef: **Booked 10,11 April**

Patrice Chollet: **Booked in 10 April**

Lawrence Clarke (ref: 0604100557): **Booked in 10 April**

Agnieszka Tworzewska - Dzik: **Booked in 9,10,11,12 April**

Emilia Sadowska: **Booked in 9,10,11,12 April**

Rafal Zagodzinski: **Booked in 9,10,11,12 April**

Ewelina Malkowska: **Booked in 9,10,11,12 April**

### **IBIS Hotel**

30 Stockwell Street

+44 (0)20 8305 1177

+44 (0) 20 8858 7139

[IBIS London Stockwell Street](#)

[general IBIS website](#)

### **IBIS quotes (as found in January 2006):**

Mon-Thurs nights: 78.95 GBP (not including discount)

Fri-Sun nights: 68.95 GBP (not including discount)

breakfast is extra.

Ed has called them and you will NOT need any proof of your attendance in advance - just tell them you are attending and I will present them with a list of resident attendees when we are there and you will get your 10% discount (conversation with Adele, 17:09, 23/03)

Ed is the KB organiser hero, thanks: DrW.

Yes he is, thanks: DrT.

and you two are the academic project-ette supervisors 😊

[back to practical information](#)

## Research notes

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This page last changed on Apr 20, 2006 by ed.

### Ethical research note:

We are using this wiki as a tool for attendees to work together to agree on the main theme of Contactivity. This wiki is also a research tool, in that we are going to analyse how we all use it. Your names and contact details will not be published in any research paper, but the way we all use it is likely to be described.

### Ongoing notes:

1. The 'promotion' plan goes backwards in this model. Because we need people in early to kick off the CoP 'build community' and 'define domain' phases, our big invitation needs to garner responses immediately. Really, it would be optimal to have attendees registered, logged in and familiar with the wiki by the end of February. Normal conferences reckon that most of their attendees register quite late (conversation with P. Nussey), but our promotion *should* get less as we evolve as a 'micro-community', instead focusing on setting the topics and agreeing the goals...

2. In order to make it easier for people to take part (in the real world situation of them being very busy), we need to facilitate the CoP processes quite carefully. TBD: Martin and Ed: directly map CoP phases to alerts?

3. Knowledge managers' handwriting is nearly as bad as doctors! 😞

4. make people do their own transcriptions in the future

5. more focus on outcomes

6. wikis don't do the organising - process does - wiki is a tool

7. in advance of an event, people's ideas are bound to be divergent - this can be reflected beautifully on a wiki but the wiki will not filter/funnel/mediate people's ideas - that is mediation in two ways (a) social - moderation, motivation etc. (b) technical - use of keywords/drop down selections/tag clouds/surveys/polls first then wiki...

3. some handy CoPs reading from Chris Kimble (thanks Chris):

[http://www.aim2004.int-evry.fr/pdf/Aim04\\_Kimble\\_Hildreth.pdf](http://www.aim2004.int-evry.fr/pdf/Aim04_Kimble_Hildreth.pdf)

If you are looking for potential problems / criticisms

<http://www-staff.it.uts.edu.au/~lueg/papers/commdcscw00.pdf>

also contains a few observations about what it means to be "virtual".

From memory I also have the feeling that these papers have something to say (but this is only from memory, I have not gone back to read them)

<http://www.ejkm.com/volume-1/volume1-issue-2/issue2-art18-sharratt.pdf>

<http://www.telug.quebec.ca/chaireecosavoir/pdf/NRC04-01A.pdf>

<http://jcmc.indiana.edu/vol10/issue1/porter.html>

4. Ed and Dan having ongoing discussions about the process and interface for getting involved (I do not want to hear the word engaged on this wiki please). Needs clarification with a simple (but extended) member database, single logon and excellent wizards/active learning tools to assist with removing the tech barrier. No need for it to be a WIKI (worshipping new tech) more important for it to be a usable suite of apps to be deployed at the right time and place (Nielsen/Norman).

## KnowledgeBoard

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This page last changed on Apr 07, 2006 by [ptroxler](#).

This used to be an undefined page ... how funny, one should think. But probably people only wanted to link to [the KnowledgeBoard website](#)

### Comments

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a bit of white space is always good! 😊

Posted by [carolwebb75](#) at Apr 07, 2006.

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